



SỞ GIÁO DỤC VÀ ĐÀO TẠO HÀ NỘI

GIÁO TRÌNH

Tiếng Anh chuyên ngành Thương mại II

English for Business II - Intensive listening

DÙNG TRONG CÁC TRƯỜNG
TRUNG HỌC CHUYÊN NGHIỆP

GUYỄN
LIỆU



NHÀ XUẤT BẢN HÀ NỘI

SỞ GIÁO DỤC VÀ ĐÀO TẠO HÀ NỘI

TRẦN THỊ PHƯƠNG MAI (*Chủ biên*)

GIÁO TRÌNH
ENGLISH FOR BUSINESS II
INTENSIVE LISTENING

(Dùng trong các trường THCN)

NHÀ XUẤT BẢN HÀ NỘI - 2007

Chủ biên

TRẦN THỊ PHƯƠNG MAI

Tham gia biên soạn

ĐỖ THỊ KIM OANH

NGUYỄN THỊ BÍCH NGỌC

Lời giới thiệu

*N*ước ta đang bước vào thời kỳ công nghiệp hóa, hiện đại hóa nhằm đưa Việt Nam trở thành nước công nghiệp văn minh, hiện đại.

Trong sự nghiệp cách mạng to lớn đó, công tác đào tạo nhân lực luôn giữ vai trò quan trọng. Báo cáo Chính trị của Ban Chấp hành Trung ương Đảng Cộng sản Việt Nam tại Đại hội Đảng toàn quốc lần thứ IX đã chỉ rõ: “Phát triển giáo dục và đào tạo là một trong những động lực quan trọng thúc đẩy sự nghiệp công nghiệp hóa, hiện đại hóa, là điều kiện để phát triển nguồn lực con người - yếu tố cơ bản để phát triển xã hội, tăng trưởng kinh tế nhanh và bền vững”.

Quán triệt chủ trương, Nghị quyết của Đảng và Nhà nước và nhận thức đúng đắn về tầm quan trọng của chương trình, giáo trình đối với việc nâng cao chất lượng đào tạo, theo đề nghị của Sở Giáo dục và Đào tạo Hà Nội, ngày 23/9/2003, Ủy ban nhân dân thành phố Hà Nội đã ra Quyết định số 5620/QĐ-UB cho phép Sở Giáo dục và Đào tạo thực hiện, để biên soạn chương trình, giáo trình trong các trường Trung học chuyên nghiệp (THCN) Hà Nội. Quyết định này thể hiện sự quan tâm sâu sắc của Thành ủy, UBND thành phố trong việc nâng cao chất lượng đào tạo và phát triển nguồn nhân lực Thủ đô.

Trên cơ sở chương trình khung của Bộ Giáo dục và Đào tạo ban hành và những kinh nghiệm rút ra từ thực tế đào tạo, Sở Giáo dục và Đào tạo đã chỉ đạo các trường THCN tổ chức biên soạn chương trình, giáo trình một cách khoa học, hệ

thống và cập nhật những kiến thức thực tiễn phù hợp với đối tượng học sinh THCN Hà Nội.

Bộ giáo trình này là tài liệu giảng dạy và học tập trong các trường THCN ở Hà Nội, đồng thời là tài liệu tham khảo hữu ích cho các trường có đào tạo các ngành kỹ thuật - nghiệp vụ và đông đảo bạn đọc quan tâm đến vấn đề hướng nghiệp, dạy nghề.

Việc tổ chức biên soạn bộ chương trình, giáo trình này là một trong nhiều hoạt động thiết thực của ngành giáo dục và đào tạo Thủ đô để kỷ niệm “50 năm giải phóng Thủ đô”, “50 năm thành lập ngành” và hướng tới kỷ niệm “1000 năm Thăng Long - Hà Nội”.

Sở Giáo dục và Đào tạo Hà Nội chân thành cảm ơn Thành ủy, UBND, các sở, ban, ngành của Thành phố, Vụ Giáo dục chuyên nghiệp Bộ Giáo dục và Đào tạo, các nhà khoa học, các chuyên gia đầu ngành, các giảng viên, các nhà quản lý, các nhà doanh nghiệp đã tạo điều kiện giúp đỡ, đóng góp ý kiến, tham gia Hội đồng phản biện, Hội đồng thẩm định và Hội đồng nghiệm thu các chương trình, giáo trình.

Đây là lần đầu tiên Sở Giáo dục và Đào tạo Hà Nội tổ chức biên soạn chương trình, giáo trình. Dù đã hết sức cố gắng nhưng chắc chắn không tránh khỏi thiếu sót, bất cập. Chúng tôi mong nhận được những ý kiến đóng góp của bạn đọc để từng bước hoàn thiện bộ giáo trình trong các lần tái bản sau.

GIÁM ĐỐC SỞ GIÁO DỤC VÀ ĐÀO TẠO

INTRODUCTION

Objective

Intensive Listening is one of the three parts of **English for Business II**. It helps you to develop your English listening and speaking skills in business contexts. It will help you to understand what you hear in meetings, on the phone and when socializing with clients or colleagues. You will also be able to practise using the language yourself.

There are 10 units in the book. Each unit has 5 sections as follows:

Preparation	This section introduces the situation and gives you an opportunity to “warm up” and get ready to work.
Listening	This section helps you to understand spoken English. There are questions and exercises to practise and test your understanding. If you study, it is simple to play the cassette more than once before answering the questions, read the tapescript at the back of the book if necessary and listen again.
Language study	This section teaches you new language phenomena, grammar, expressions from the listening section. There are exercises to help you to understand and remember.
Controlled practice	This section helps you to emphasize all the structures in various situations. Students can improve both the speaking and listening skills.
Word check	At the end of each unit is a list of core vocabulary of the course.
Tapescript	The listening scripts are printed in full at the back of the book.
Answer keys	
Glossary	
References	

Unit 1

FIRST MEETINGS



Objectives

- Meeting someone
- Greeting and responding
- Introducing yourself and others
- Having good behavior in meeting

Contents

- Ways of greeting and responding
- Introducing people
- Talking about job, company, type of work

PREPARATION

Answer these questions

- Do you usually arrive for dinner at a friend's house:
 - a little early?
 - exactly on time?

- iii. a little late?
- b. When people arrive ten or fifteen minutes late for a business meeting, do you feel:
- i. angry?
 - ii. a little angry?
 - iii. perfectly all right?
- c. What is the earliest time of day you normally have a business meeting?
- d. What is the latest time of day you normally have a business meeting?

LISTENING

1. First you are going to listen to a number of people introducing themselves. Some of the introductions involve just two people, some involve three. As you listen, match up the names. The first one has been done for you

1 st person	2 nd person	3 rd person
Gunther Klein	Mr Roberts	Philip
Paul Matthews	John	Francis
Tom	Geoff Snowdon	Dr Mannheim
Peter	Francine	
Herr Tübingen	Maxine	Roger
Jane	Akira Mishinma	
Tony	Susan	

2. People greet in different ways. Listen and match up people's names with the type of greeting

Name	Type of greeting
Gunther Klein	Nice to meet you.
Paul Matthews	Hello!
Tom	Very nice to meet you.
Herr Tübingen	Pleased to meet you.
Jane	How do you do?
Tony	Nice to meet you.

3. Mandes PLC is having their annual party. Listen to the dialogues overheard at the party. Match up the people's names with the type of work. The first one has been done for you

Names	Type of work
1. Peter	a. Production
2. John	b. Personal assistant
3. Susan	c. Software development
4. Mike	d. Market research
5. Sarah	e. Fashion design
6. Mr Fields	f. Personnel
7. Martin	g. Accounts
8. Jean	h. Sales
9. Jean's husband	i. Finance

CONTROLLED PRATICE

1. Complete the sentences with an appropriate preposition

- I work *for* Mandes.
- What do you do *for* a living?
- I work *in* the Personnel Department.
- I'm *on* fashion design.
- I'm *in* the recruitment side.
- He's *in* the Production Department.
- I work *at* home.
- She's been *in* Mandes *for* years.

LANGUAGE STUDY

- Introductions often include these steps:

Greeting or request for introduction
 Introduction introduction
 Response to greeting response to greeting

- We often use the *simple present* when talking about jobs.

E.g. A: What do you do?
 B: I work for Mandes.

- We use a variety of prepositions to indicate work relationships.

E.g.

I work for Manders (they are my employers)

I work at Manders (the place)

I work with Manders (a sense of collaboration)

I am in computers (general type of work) .

I am on the market research side (general type of work)

I'm in the Sales Department (specific place of work)

WORDS CHECK

marketing manager (n)	person in charge of marketing department
computer manager (n)	person in charge of computer department
yet	up to now (in question and negative)
to be over	to be here on a visit from another country
host	person who invites or receives guests
to move	to go to live in a new house
these parts	this area
software	programs for a computer system
development	planning new product
personnel Dept.	section of a company which deals with staff welfare, records, training and recruitment.
colleague	fellow worker in a company or profession
accounts department	section of a company which deals with money paid or received
market research	examining the possible demand for a product before it is put on the market
personal Assistant	secretary who provides special help to a manager or director
finance	section of a company which controls a company's money
production department	section of a company which deals with the making of the company's products
fashion designer	person who plans new styles in clothes
PLC	public limited company. A company whose shares can be bought on the Stock exchange
annual	every year

Unit 2

FIRST CONTACTS

Objectives

- Making initial contact
- Having good behavior

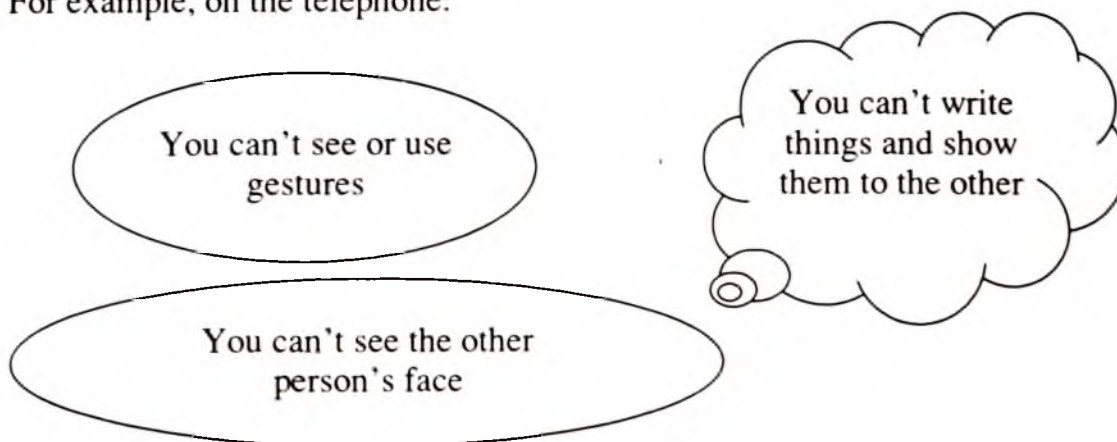
Contents

- Opening question
- Immediate answer
- Follow-up question
- Additional comment
- Establishing topic of common interest

PREPARATION

1. There are some differences between speaking to a person face-to-face and speaking to a person on the telephone

For example, on the telephone:



You cannot use diagrams or charts.

There are special expressions, which we only use on the phone.

The two people speaking are in different places.

Conversations are sometimes interrupted by technical problems.

Which do you think are the most serious difficulties? Choose three.

2. Most languages have expressions people use when they meet someone for the first time

Match each expression on the left with the correct language on the right.

- | | |
|----------------------------------|---------------|
| 1. Lieto di fare sua conoscenza. | a. Hungarian |
| 2. Encantado. | b. German |
| 3. Orulok, hogy megismerhetem. | c. Italian |
| 4. Wie geht es Ihnen? | d. Portuguese |
| 5. Enchanté. | e. Spanish |
| 6. Muito prazer em conhecê-lo. | f. French |

LISTENING

When you meet someone for the first time and start up a conversation, it is important to find points of common interest so that the conversation can run smoothly. Listen to the five dialogues on the tape. Decide if you think they are successful (x) or unsuccessful (x) in making initial contact.

	Successful	Unsuccessful
Dialogue 1		
Dialogue 2		
Dialogue 3		
Dialogue 4		
Dialogue 5		

Now listen again and note down the answers to these questions.

Dialogue 1: Has the visitor been to Japan before?

Dialogue 2: Which hotel is the visitor staying in?

Dialogue 3: What topic of common interest do they find?

Dialogue 4: What topic of common interest do they find?

Dialogue 5: What topic of common interest do they find?

CONTROLLED PRATICE

The following four dialogues are in the wrong order. Rearrange them to make a nature flow of conversation

Dialogue 1

- Fine, I'll see what I can arrange.
- Well, I suppose I thought it would be more traditional.
- No, I've been to the States before, but this is the first time in Atlanta.
- So, what do you think of Atlanta?
- There is a part like that. You must let me show you around.
- Well, it's not what I expected.
- Really? What did you expect?
- Is this your first trip over here?
- That would be interesting.

Dialogue 2

- Good. Are you here on business then?
- Really? That's interesting. What line are you in?
- What's a pity. There's a lot to see.
- Yes, we're thinking of setting up an office here.
- Are you staying long?
- No, just a couple of days.
- I'm sure. I hope to get back here again.

Dialogues 3

- That's interesting. My son is an editor on the local paper.
- Yes, that's right - on the editorial side.
- That would be nice.
- I believe you are in journalism.
- Yes, what about coming round for a drink? I could introduce you to him.
- Really? I expect I'll meet him.

Dialogue 4

- Well, if you do come across, you must visit us.
- Yes, that's right. The best time to visit is in the summer.
- May be I'll get across next year.
- Scotland. This time of year it's pretty cold.

- A bit warmer than back home.
- How do you find the weather here?
- Oh, so where do you come from?
- I can imagine. I've never been but people tell me it's very beautiful.

LANGUAGE STUDY

A typical sequence for finding a topic of conversation

Speaker	step
A	opening question
B	immediate answer
A	follow-up question
B	immediate answer
B	additional comment
A	next question
A/B	topic of common interest

WORD CHECK

trip	journey to a foreign country
interesting	something which takes and keeps one's interest.
hopefully	I hope that....
interested	having or showing interest
hobby	free time activity
unfortunately	by bad luck
pleasure	enjoyment
to set up	to establish
to be based in	to have one's headquarters
fashion	new styles in clothes
design	planning and drawing
fashion designer	person who plans new styles in clothes
coincidence	surprising combination of events, happening by chance
to fix ... up	to arrange

Unit 3

COMPANY ORGANIZATION

Objectives

- Understanding the company's organization
- Having good behavior in presenting

Contents

- Structure
- Hierarchy
- Responsibilities and functions
- Titles
- Affiliates

PREPARATION

1. How much do you know about your company? Answer these questions

- Where is the head office of your company?
- How many people work for your company?
- How much money did your company make last year?
- How much is your company worth?

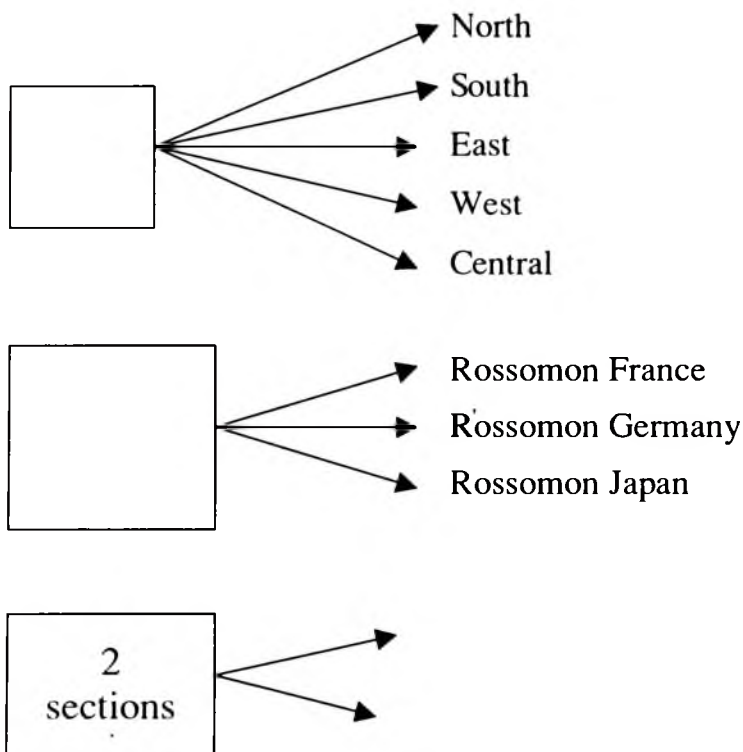
2. Write these words in your own language. Then choose the correct word to complete each sentence

turnover	
based	
employees	
value	
profit	

2. Listen and complete these sentences

- Mr Bunce is the of Rossomon.
- Management is led by Peter Jenkins.
- There are 5
- The five regions are supported by 2 sections: and services.
- Rossomon has 3

3. Using the information of exercise 1, complete the following chart



CONTROLLED PRATICE

Use the organization chart in the Listening section and the language above to complete the sentences.

- The Managing Director to the Board.
- The Managing Directorfor running the company.
- The Managing Directorby four executive departments.
-the Managing Director there are five regional divisions.
- Each Regional Manager of a territory.

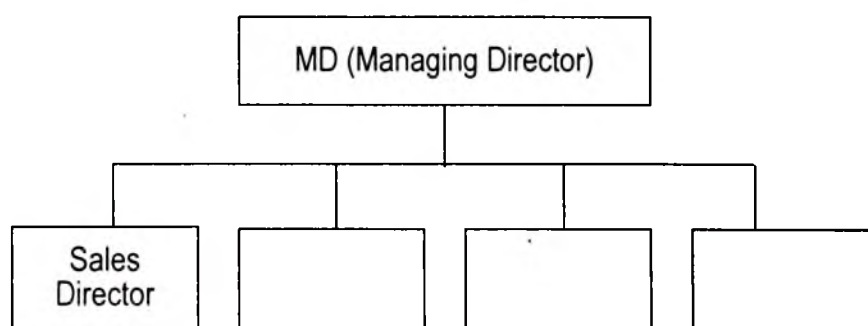
6. The five regions by two other sections - Marketing and Technical Services.
7. The Section Leaders the Regional Managers.
8. In addition to the company, Rossomon has three Rossomon France, Germany and Japan.
9. The subsidiaries to the Export Sales Department.
10. The Export Sales Department is to the Board.

LANGUAGE STUDY

Below is some of the language used to describe an organization in terms of:

hierarchy
responsibilities/functions
titles
affiliates
structure

1. Hierarchy

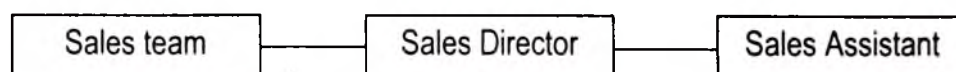


The company is headed by the MD.

The Sales Director reports to the MD.

The Sales Director is under the MD.

The Sales Director is accountable to the MD.



The Sales Director is supported by a Sales team.

The Sales Director is assisted by a Sales Assistant.

2. Responsibilities/functions

The Finance Department is responsible for accounting.

The R & D Department takes care of new product development.

The Administration Manager is in charge of personnel.

3. Titles

Below are the main managerial titles with the US equivalents in brackets:

Chairman (President)

Managing Director (Chief Executive Officer/Senior Vice-President)

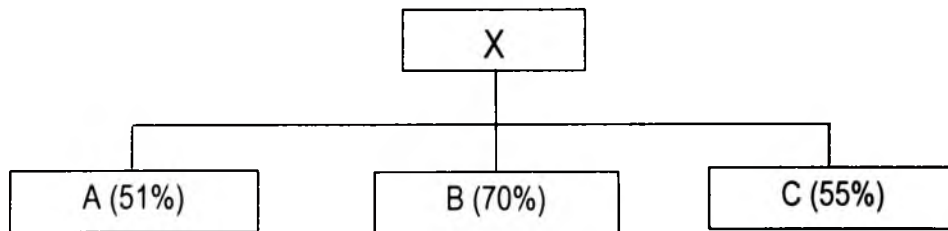
Finance Director (Vice-President- Finance)

Sales Manager (Sales Director)

Note

The Directors and Chairman of a company usually sit on the Board of Directors (Executive Board).

4. Affiliates



X is the *parent company*

A, B and C are *subsidiaries* (more than 50% owned by the parent)

WORD CHECK

organizational

showing the way a company is organized

structure

organization

managing director

director who is in charge of a whole company

executive

people who put decision into action

personnel

staff

training

teaching employees how to do something

rationalization

making more efficient

region

part of a country

to split
matrix (basic)

to divide
organized according two sets of criteria, e.g.
geographical and functional

section
subsidiary
affiliate

part of a company
company which is owned by a parent company
company wholly or partly owned by another
company

Unit 4

SUPPLY

Objectives

- Describing a product
- Having good attitude at work

Contents

- Dimensions
- Time
- Cost
- Usage / function

PREPARATION

1. Who do you agree with?

Experience is the most important thing for a manager, but formal training helps you to understand and use your experience.

You learn to be a manager through experience: formal training is not very important.

Experience and training are important, but there is no substitute for natural ability.

Management is complicated and formal training is absolutely essential.

2. Match question with correct answer

<i>a. What's the price?</i>	1. 7.5 percent
<i>b. What discount can you give me if I buy five?</i>	2. twelve months

<i>c. What are the terms of payment?</i>	3. No, there isn't
<i>d. How long is the guarantee?</i>	4. thirty days
<i>e. Is there a special price for new customers?</i>	5. 1,250 pounds

LISTENING

1. Listen to the phone call about the supply of some office shelving systems. As you listen, fill in the missing information

Dimensions: Width -----
 Height -----
 Depth -----
 Delivery: Cost -----
 Time -----
 Price Unit price: -----
 Discount price: ----- for 10 units
 Guarantee period: -----
 Average life: -----

2. Listen again and state whether the following sentences are true or false

The customer wants to know

	True	False
The name of goods		
The code number		
The width		
The thickness		
The terms of payment		
The time of delivery		
The unit price		
The way of guarantee		
The place of delivery		
The color of goods		

CONTROLLED PRACTICE

Complete the following table. Use a dictionary if necessary.

<i>Noun form</i>	<i>Adjective</i>	<i>opposite adjective</i>
Width	_____	_____
_____	Long	_____
Depth	_____	_____
_____	_____	Low
Distance	_____	_____
_____	Fast	_____
Reliability	_____	_____

LANGUAGE STUDY

In the telephone conversation in the first listening the speakers discussed:

dimensions

time

cost

Here is some of the language you heard.

1. Dimensions

Questions: How wide are they? (note the adjective form)

What's the width? (note the noun form)

How high are they?

What's the height?

Answers: They're 3.5 meters wide (note the position of the adjective)

The width is 3.5 meters.

They're 2 meters high.

The height is 2 meters.

2. Time

Question: How long does it take to deliver the goods after ordering?

Answer: It takes 2 weeks.

3. Cost

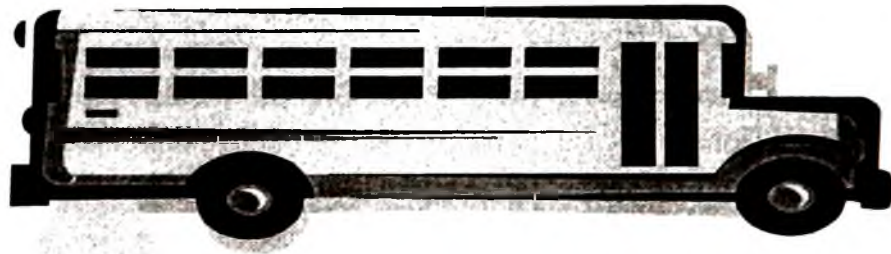
Question: How much is it?

How much does it cost?
How much do you charge?

Answer: It's 89 pounds.
It costs 89 pounds.
We charge 89 pounds.

Practice

One asks and one answers about this lorry.



Height: 5.3 metres
Length: 12.5 metres Width: 3.5 metres

WORD CHECK

shelving	rows of shelves
to enquire	to ask
specification	detailed information
flexible	movable
to fit	to fix, to attach
to stick out	to reach a position further than is wanted
delivery	transport of goods to a customer's address
warehouse	large building where goods are stored

area	part of a town
charge	money which must be paid
to place an order	to order
guarantee	to promise that something will work well
standard	normal
discount	percentage by which a seller reduces the full price for buyer
to round... of	to increase / decrease to the nearest full figure
sturdy	strong
average	normal

Unit 5

MAKING ARRANGEMENTS

(Telephoning)

Objectives

- Making arrangements on the phone
- Having good behavior in making arrangements on the phone

Contents

- Identifying yourself / your company
- Asking the caller to identify himself/ herself
- Asking for a connection
- Taking/ leaving a message
- Explaining the reason for the call
- Making appointments and signing off

PREPARATION

Here is Maria Salerno's diary for the week

Monday	Tuesday	Wednesday	Thursday	Friday
	10.00: sales meeting	10.00 factory visit		8.00 flight to Paris (AF 213)
12.30: lunch with Joe Gianelli				

Complete Maria's description of her appointments with the correct prepositions from the list. In three of the spaces no preposition is necessary

on	in	at	to	with	for
----	----	----	----	------	-----

- a. today I'm having lunch Joe Gianelli.
 b. tomorrow morning..... ten I'm going..... a sales meeting.
 c. I'm visiting the factory..... Wednesday the morning.
 d. 8 a.m. Friday I'm flying Paris a training course.

LISTENING

1. Listen to the three telephone calls. As you listen, complete the table below

<i>Call</i>	<i>Name of person called</i>	<i>Name of caller</i>	<i>Reason for call</i>	<i>Result of call</i>
1	-----	-----	-----	----- -----
2	-----	-----	-----	----- -----
3	-----	-----	-----	----- -----

2. Listen again and correct the mistakes

These sentences are wrong. There is one mistake in each sentence. Find the mistakes and correct them. Write the correct versions

Call 1

- I'd like to speak to Mr Endward, please.
- I can't put you through.
- It's 01-243 4866.

Call 2

- John Brown speaking.

- Could you send a technical around.
- Ok, I'm sure we'll run it out in no time. Bye.

Call 3

- Could I speak to Mr Phillips?
- Could you manage Thursday?
- Shall will say twelve o'clock?

CONTROLLED PRACTICE

A. Put the following extracts of telephone calls in the right order

1. - Just a moment, Mr Jones, I'll put you through (...)
 - Yes, I'd like to speak to Miss Rath bone?. ()
 - Peter Jones. ()
 - Who's calling, please? ()
 - Pan Electronics. Can I help you? ()
 - Just a moment, Mr Jones, I'll put you through. ()
2. - I'm afraid she's out at the moment. Can I take a message? ()
 - Yes, of course. Could I have your number? ()
 - She's got it, but just in case, it's 01- 253 - 4686. ()
 - Yes, could you ask her to call me back? ()
 - Mr Gottman here. Could I speak to Mrs Fields? ()
3. - Good, that suits me too. Shall we say 11 o'clock?
 - I'm sorry, I'm out on Wednesday. ()
 - Just a moment, I'll get my diary . . . you said next week? ()
 - What about Thursday then? ()
 - Yes, could you manage Wednesday? ()
 - Yes, Thursday morning would suit me fine. ()

Choose the most appropriate response

1. John Peterson (a) Who's calling please?
 speaking. (b) Peter Matthews here.
 (c) Hello, John. This is Peter Matthews.
2. Can I take a (a) I'd like to leave a message.

- message? (b) Yes, could you ask him to call me back?
 (c) Please tell him to give me a ring.
3. The reason I called (a) I don't mind.
 is we're having (b) Really? That surprises me.
 problems. (c) I don't mind.
4. Could you manage (a) No, I can't.
 Tuesday? (b) No.
 (c) I'm afraid I can't.
5. So that's fixed - (a) I'm afraid that's out of the question.
 Friday at 11 (b) Right, I look forward to seeing you then.
 o'clock. (c) Bye.

Work in pair: Make three telephone calls.

This exercise consists of three telephone calls.

Student B: Turn to the Key Section in Language study page 34.

Student A: 1. You are Mr/s Smith. Telephone Student B. Ask to speak to Mr/s Brown. You want to speak to him/her about an order. Your telephone number is (0732) 78643.

2. Mr/s Brown calls you back. You want to order some T-shirts. Before you order you would like a price for 10 pieces (size 40). Confirm the price and tell him/her that you will put an order in the post.

3. You are Mr/s Clark. Telephone Student B (Mr/s Brown) to arrange a meeting to discuss your visit to Brazil. You want to meet next week. Below is your diary for next week.

<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
morning Meeting with Sales Manager 10.00 - 12.00 Lunch with Ross		09.00 Meet sales reps 11.00 Drive to Manchester	Lunch with children	Leave for Brazil BA 451 dep: 10.00

Afternoon Prepare report	Visit Ross factory 14.00- 18.00	Visit two clients: 15.00 - Mr Peacock 16.00 - Miss Davis	Board Meeting 14.30 - 17.00	
-----------------------------	--	--	--------------------------------------	--

LANGUAGE STUDY

The telephone conversation you heard in the dialogues in the listening included a number of steps, in particular:

- identifying yourself/your company
- asking the caller to identify himself/herself
- asking for connection
- taking/leaving a message
- explaining the reason for the call
- signing off

Now look at the language used for these steps.

1. Identifying yourself/your company

Krondike Electronics. Can I help you? (a typical switchboard response)

John Bird speaking.

This is Pete Edwards.

John here.

2. Asking the caller to identify himself/herself

Who's calling please?

3. Asking for a connection

I'd like to speak to _ _ _ _ , please.

Could you put me through to _ _ _ _ , please.

Can you ask him to call back?

I'd like to speak to someone about deliveries, please.

4. Taking/leaving a message

I'm afraid he's out at the moment. Can I take a message?

5. Explaining the reason for the call

The reason I called is _ _ _ _ _ .

I am (just) phoning to _ _ _ _ _ .

6. Making appointments

Just a moment, I'll get my diary.

Could you manage Tuesday?

What about Friday?

Shall we say two o'clock?

I'm sorry, I'm out all day.

Friday would be fine.

That suits me.

7. Signing off

I look forward to seeing you.

Thanks for calling.

Goodbye.

Bye.

WORDS CHECK

installation	the process of putting new machines into an office or factory
complicated	difficult
technician	skilled technical worker
to sort out	to put right
to fix	to arrange
to manage	to be able to do something, e.g. meet on Tuesday
to suit	to be suitable or convenient

Unit 6

HANDLING INFORMATION



Objectives

- Handling and exchanging information
- Having good behavior

Contents

- Clarifying information
- Asking for repetition
- Asking for spelling
- Showing understanding/Correcting
- Confirming and acknowledging

PREPARATION

Read these telephone messages and put them in order

a.

Message for: Gilles St John
From: Alicia Lopez

—
The sales meeting's been postponed. They're looking for a date in August. She'll ring you.

b.

Message for: Gilles St John
From: Alicia Lopez

The sales meeting will be on 6th July at 10.30 in the Bowlan St. offices. Ring if there are any problems.
Tel: 349 3312

c.

Message for: Gilles St John
From: Alicia Lopez

—
Please call asap about the sales meeting: he needs to know the time and date.
Tel: 243 5780

d.

Message for: Gilles St John
From: Alicia Lopez

Re: sales meeting - 6th is impossible. Please ring him before 5p.m today.
Tel: 234 5780

LISTENING

1. When telephoning it is very important to get certain facts right, for example the name, address, and telephone number. Listen to the following telephone call

- Listen to it from the point of view of the caller and complete his notes below

Caller's notes:

Name of Company: Priority Investments

Name of Corporate Finance Manager: _ _ _ _ _

Date of appointment: _ _ _ _ _

Time of appointment: _ _ _ _ _

- Listen to it from the point of view of the person who answered and complete his notes

Called person's notes:

Caller's name: _ _ _ _ _

Caller's company: _ _ _ _ _

Caller's address: _ _ _ _ _

Tel. No.: _ _ _ _ _

Reason for call: _ _ _ _ _

Date of appointment: _ _ _ _ _

Time of appointment: _ _ _ _ _

Action: 1. Confirm appointment with Mr Foster.

2. Send _ _ _ _ _

2. Listen again and read aloud in time with the cassette. Practise until you can keep to the same rhythm and speed as the cassette

- Could I speak to someone in your corporate Finance Department?
- My name is George Biederbeke from the Austin Corporation.
- Would you like to meet our Cooperate Finance Manager?
- Could I have your name again?
- Of course, It's the Austin Corporation, 514 Seaview.

CONTROLLED PRACTICE

1. Complete these short dialogues:

1. My name's Parker.

_____?

Yes, it's P, A, R, K, E, R.

2. The address is 24 Tunnyside Lane.

_____?

Yes, of course. 24 Tunnyside Lance.

3. My phone number is 0432-5686.

0432-5688.

_____ 5686.

_____ 0432-5686.

4. I'd like an appointment with Mr Nam.

_____ you would like to discuss?

Yes, I'd like to talk about extending my credit.

5. We would like to visit your factory with a view to buying it.
 _____ . When would you like to come?
6. The figure is 3.56 m.
 _____ . And what was the other figure?
7. So an appointment at two would suit you. _____
 _____ again, please?
 _____ ?
 Yes, certainly, it's Macintosh.
 _____ ?
 Yes, M, A, C, I, N, T, O, S, H.

2. Listen to the tape. You will hear some telephone numbers. After each number, there will be a pause for you to repeat the number. You should write them down

- | | |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | 6. _____ |

3. Listen to the tape. You will hear some names and then a request to spell them. There is a pause on the tape for you to spell them and then you will hear the correct spelling. The names are:

- | | |
|-------------|-------------|
| 1. Peterson | 5. Rifkind |
| 2. Hardy | 6. Thatcher |
| 3. Glynis | 7. Samuel |
| 4. Matthews | 8. Marjorie |

WORK IN PAIRS

1. You will receive a phone call from Student A (ABC Sports). You are Mr Savary. You represent Newsome Sports Ltd. You have placed an order with ABC Sports as follows:
 Name of your company: Newsome Sports & Co.
 Address: 25 Margate Hill, London NW11.
 Tel: 01-785 8855 Telex: Not available
 Order: 50 pairs of training shoes
 30 pairs of socks
 12 Greys squash rackets
 Delivery date: 5.10.88 or earlier

Price: training shoes - £13.00 per pair
socks - £3.00 per pair
squash rackets - £20.00 per racket

2. You work for Skiwear UK. You want to check an order you recently received from Rossomon Skis from Mr/s Reynolds (Purchasing Department). Below are the details of the order, as they stand. Telephone Student A.

Order No: 45688 Ski UK

Order: 600 white ski hats

450 leather ski gloves

Delivery date: 6.12.88

Price: ski hats - £1.50 per hat

ski gloves - £2.50 per pair

Payment terms: 30 days after delivery

Delivery point: Rossomon Skis UK Ltd

45 Slough Road,
Uxbridge.

LANGUAGE STUDY

In the telephone conversation in the listening the speakers followed a number of steps when handling and exchanging information, in particular:

clarifying information
asking for repetition
asking for spelling
showing understanding
correcting information
confirming information
acknowledging

Now look at the language used to handle information.

1. Clarifying information.

Could you tell me exactly what _ _ _ _ ?

2. Asking for repetition.

Could I have your name again please?

Could you repeat that?

I'm sorry I didn't catch that.

3. Asking for spelling.

Could you spell that please?

4. Showing understanding.

I see.

I've got that.

Right.

5. Correcting.

No, not _ _ _ _ _ . _ _ _ _ _ .

That's not right, it's _ _ _ _ _ .

6. Confirming.

Let me just repeat that, _ _ _ _ _ .

7. Acknowledging.

That's right.

Notes 1. Saying and repeating telephone number:

Look at the following number 01-455 2354. The number consists of three groups.

0 is pronounced 'oh' or zero

455 is verbalized as four double five or four five five

The number should be grouped, e.g. 01 pause 455 pause 2354.

2. Spelling names:

A useful way to remember the pronunciation of some letters is to group them by vowel sound:

'ay'	'ee'	'e'	'y'	'oh'	'u'	'ar'
A	B	F	I	O	Q	R
H	C	L	Y		U	
J	D				W	
K	E					
	G					
	P					
	T					
	V					

WORDS CHECK

corporate	referring to a whole company
appointment	arrangement to meet
to approach	to contact someone
investment	placing of money so that it will increase in value
convenient	suitable
to suit	to be suitable or convenient
current	present
prospectus	document which gives information to buyers or customers

Unit 7

CURRENT PROJECTS



Europe is the best

Objectives

- Talking about current projects
- Having good behavior at work

Contents

- Indicating the present nature of the activities
- Indicating a future plan

PREPARATION

1. What products or services do these companies provide? Do you know anything about their activities?



Vinaconex

WALT DISNEY





Adidas

2. Make notes on the company you know

Name:
Employees:
Subsidiaries:
Turnover:
Location of parent company:
Number of products:
Joint venture partner:

LISTENING

1. Listen and note down the names of departments you hear

2. The managing director is getting up to date on the current projects of various departments. In some cases, they have no current projects, but have fixed plans for the future.

As you listen, match the projects/plans with the departments. The first one has been done for you.

Projects/fixed plans	Departments
Plan advertising campaign	EDP Department
Test new prototype	Finance Department
Move to new offices	Marketing Department
Do user study	Production Department
Rationalize distribution network	Personnel Department
Run quality training seminars	Administration Department
Look into new accounting system	Research and Development Department
Try to recruit new graduates	Transport Department
Install automated assembly line	Management Services Department

CONTROLLED PRATICE

Complete the tapescript of a meeting by inserting the right verb in the right form. Use each of the following verbs once:

to work on	to find
to run at	to come
to do	to happen
to approach	to plan
to teach	to think
to expand	to manager

MD At the moment, the market So this is an opportunity we must take. Our advertising agency a new campaign for next month. Now, what about Production?

PM Currently we 75% capacity - so, that gives us some spare capacity.

MD Good, how we on staffing levels in the factory?

PM We it difficult to recruit technicians. There seems to be a shortage on the job market.

MD What you to do about it?

- PM Well, we of using a recruitment agency.
A chap from a local agency in to see me on
Monday to talk about it.
- MD Fine, what about cash flow? This upturn in the market is going to be
a drain on cash.
- FM That's right. At the moment, we on an
overdraft of about 50,000 pounds and our current debts
..... 85,000 pounds. I can go and talk to the Bank Manager
about it .We've always been a good customer.
- MD Yes, do that as soon as possible. Finally, training. We're going to
need some more sales reps and technicians in production. What
..... at the moment in training?
- TM We a refresher sales course but we've got
spare capacity

• Work in groups

Ask the other members of the group:

1. What current work they are involved in
2. What fixed plans they have for the future.

LANGUAGE STUDY

Present continuous tense

Present continuous tense is used

- To indicate the present (and temporary) nature of the activity

We are doing a user study at the moment.

We are currently installing the new automated assembly line.

Note Time markers like: at the moment

currently

now

- To indicate that a future plan is fixed (cannot be changed)

We are moving to new offices next week.

We are running a series of quality training seminars next month.

Note We use the present continuous to mean a present fixed plan to do something in the future.

WORD CHECK

up to date	informed of latest information
current	present
project	plan
EDP	Electronic Data Processing
user	person who uses something
accounting	concerned with the work of recording money paid and received
to install	to put (a machine) into an office or factory
automated	worked automatically by machines
assembly line	production system where the product moves slowly through the factory with new sections added to it as it goes along
recruitment	looking for new staff
graduate	person who has a university or polytechnic degree
prototype	first model of a new machine before it goes into production
to rationalize	to make more efficient
distribution	way of sending goods
network	system which links different places, e.g. warehouses, together
cut	sudden lowering of costs
series	group

Unit 8

SALES REVIEW AND FORECASTS



Objectives

- Describing graphs
- Having good behavior at work

Contents

- Increasing situation
- Decreasing situation
- Picking up/leveling of ...
- Talking about the sales and turnover

PREPARATION

Talk about these sales graphs in your own language

1.



Last year

this year

2.



Now

3.



Now

4

Last year this year

5.

Now

6.

Now

LISTENING

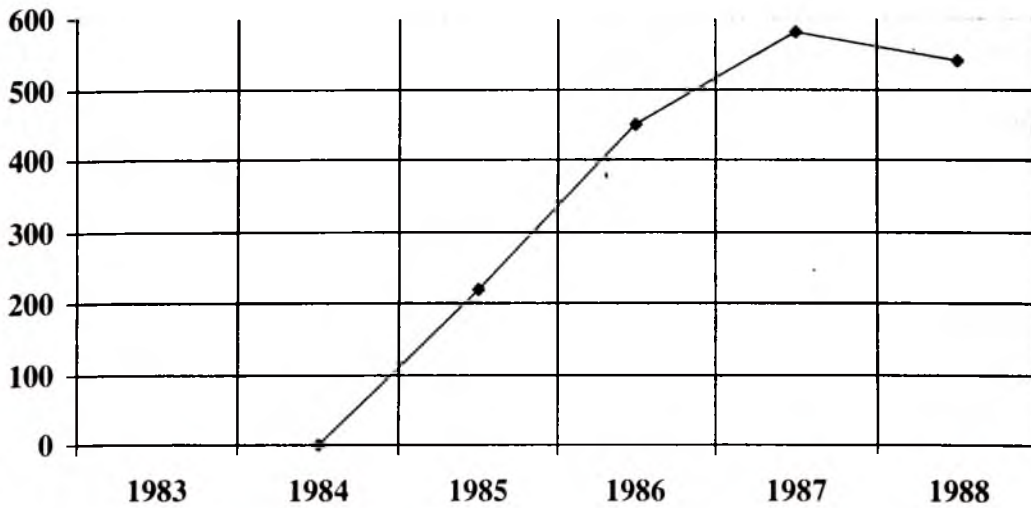


1. Listen to the sales review. As you listen, match the product to the graph

Products: AMAT, BMAT, CMAT

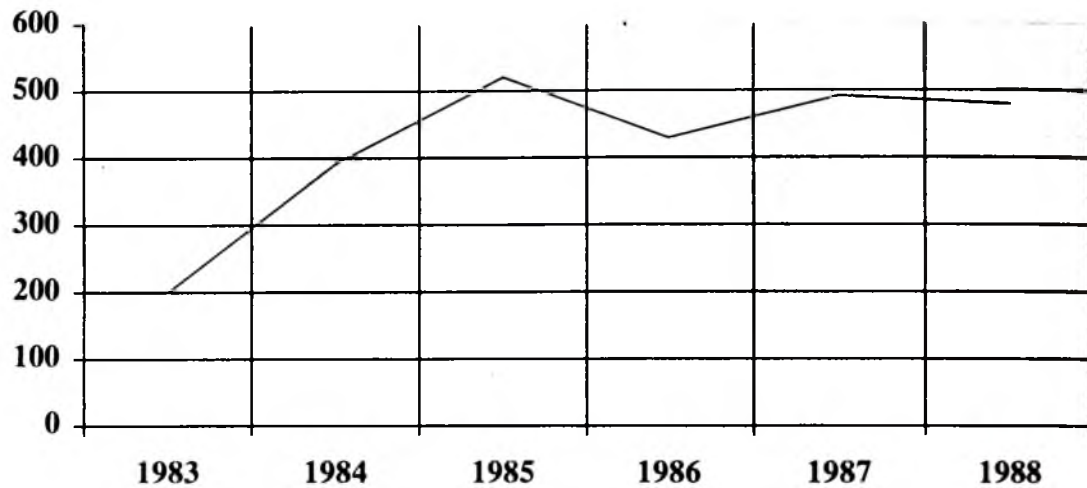
Graph 1

Sales performance: product _____



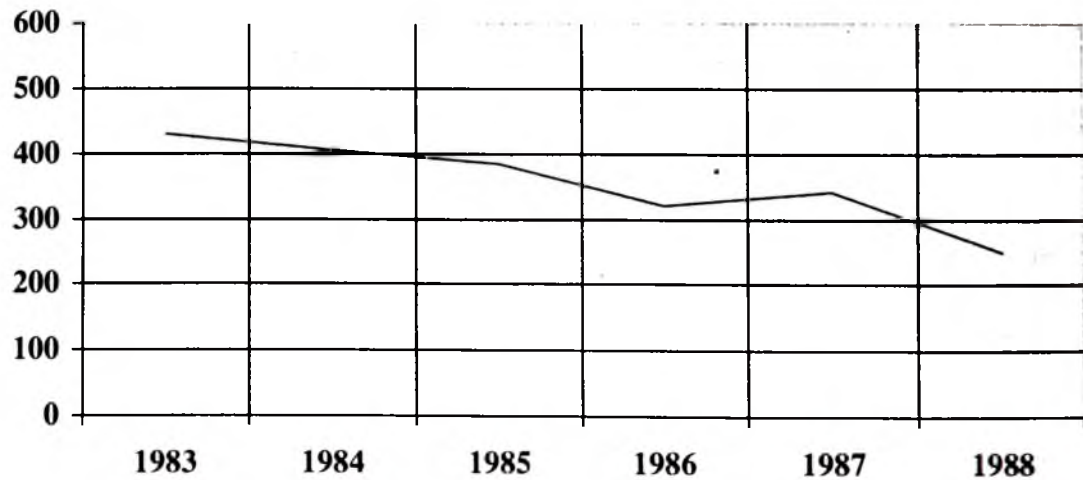
Graph 2

Sales performance: product _____



Graph 3

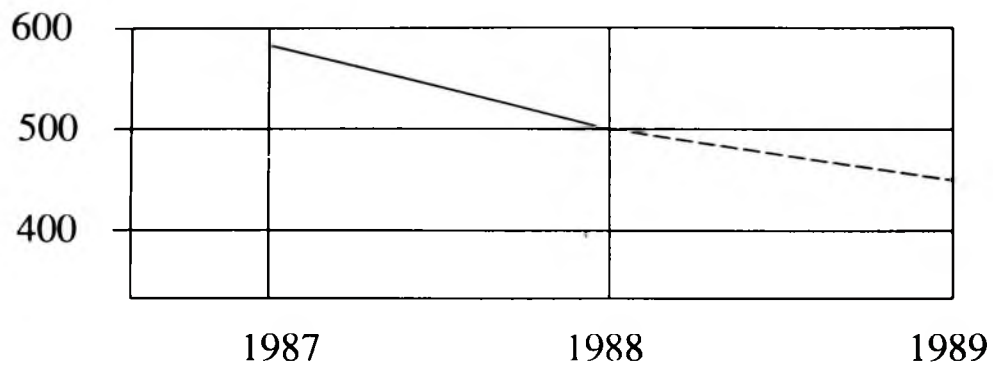
Sales performance: product _____



2. A Sales Director presents the sales targets for four products. As you listen, match the graphs with the products: AMAT, BMAT, CMAT and DMAT

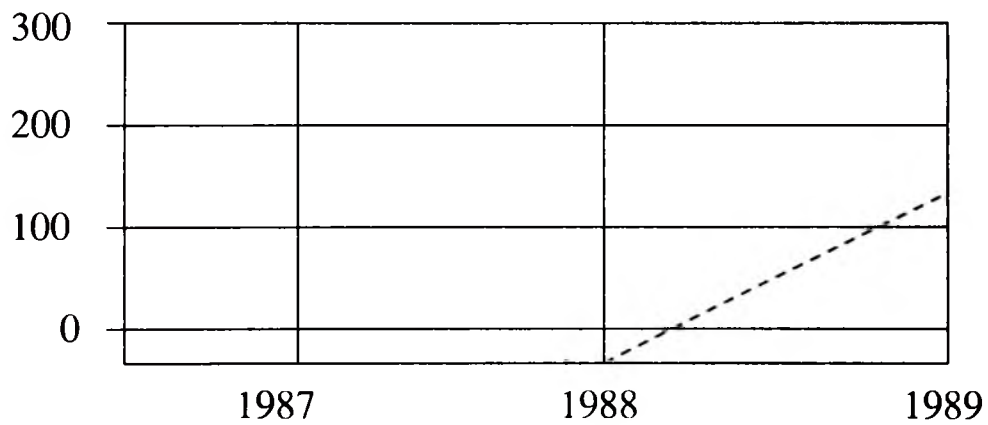
Graph 1

Product: _____



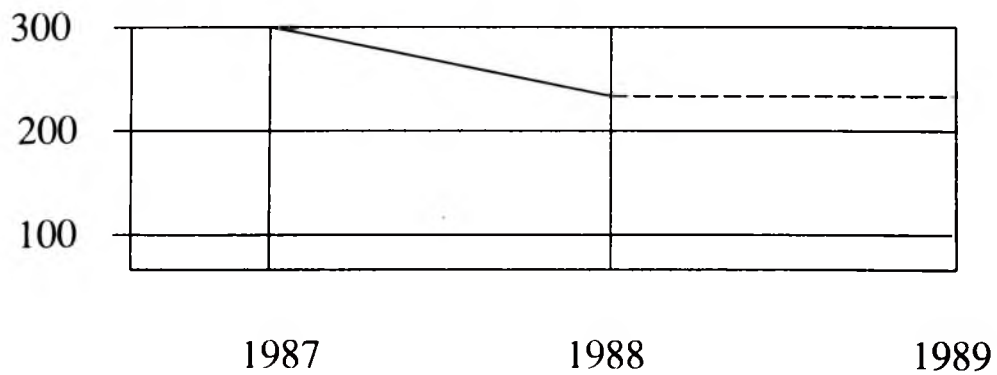
Graph 2

Product: _____



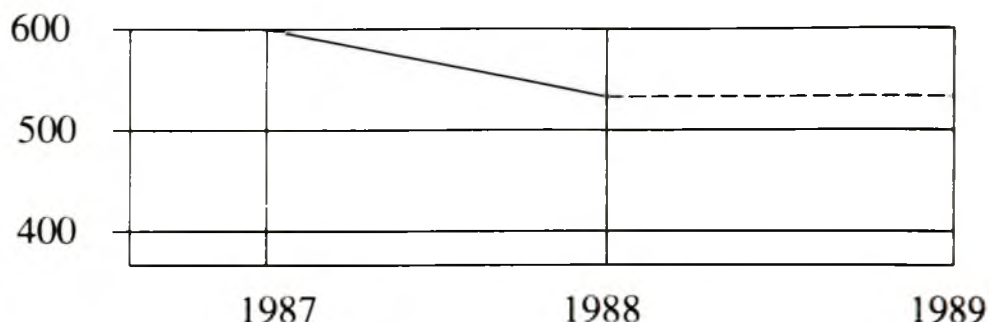
Graph 3

Product: _____



Graph 4

Product: _____



CONTROLLED PRACTICE

Use the three graphs in the first listening and the language above to complete the following sentences:

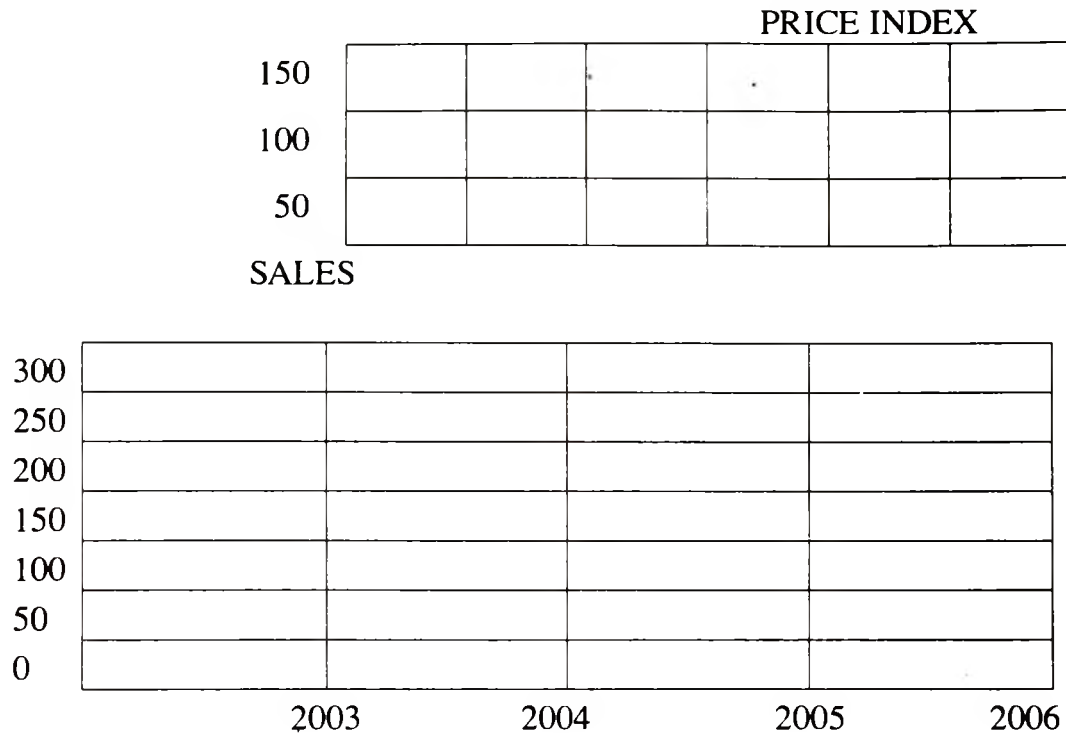
1. AMAT sales _____ in 1983.
2. In 1984 and 1985 the sales _____ at 400,000.
3. In 1987 sales f _____ to 330,000.
4. In 1988 the figure _____ 250,000.
5. From 1983 to 1985, BMAT sales r _____ steadily to a _____ of 550,000.
6. In 1986, sales d _____ badly to 450,000.
7. In 1987, sales _____ to settle at this figure.
8. In 1988, they _____ at this figure.
9. CMAT sales _____ rapidly in 1985 to _____ 250,000.
10. In 1986, they _____ 450,000.
11. In 1987, sales i _____ to 580,000.
12. In 1988, they d _____ to 550,000.

Work in pairs

1. Student B: Turn to the Language Study page 50

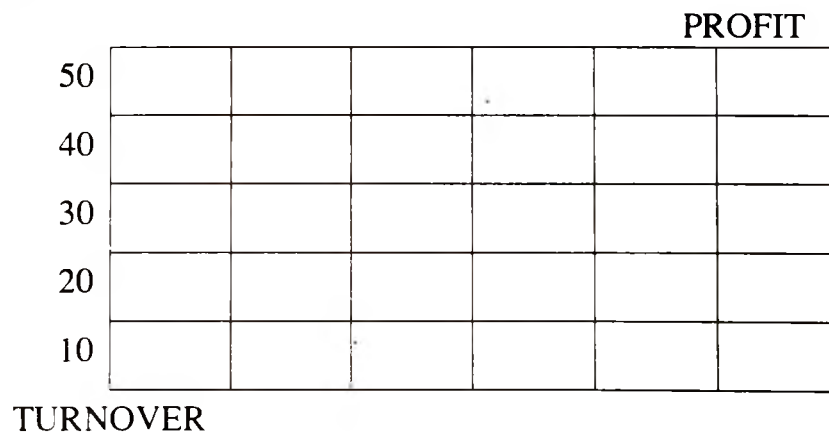
Student A: The graph below shows the performance of a product (sales and prices) between 2003 and 2004. Describe it to Student B.

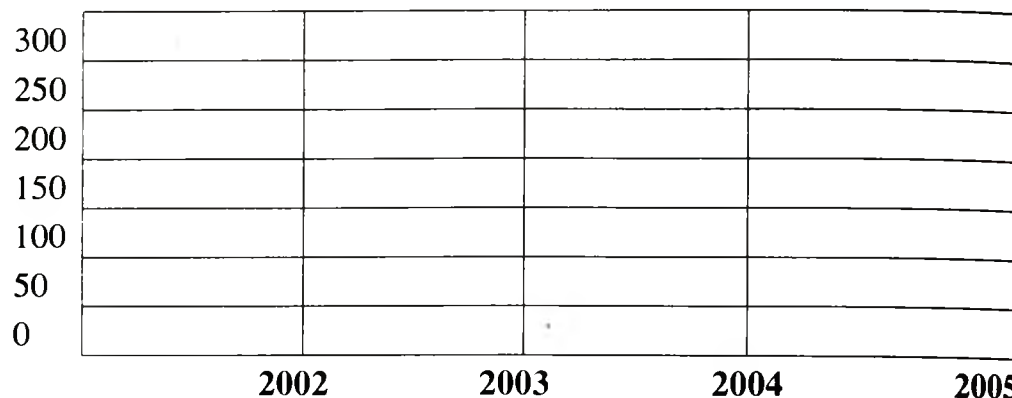
Sales and prices



- 2. Student A:** Now listen to Student B's description of the performance of a product (turnover and profits). As you listen complete the graph below.

Turnover and profits





LANGUAGE STUDY

In the Listening section you heard a presentation which included:

graph description

past tenses

Now look at the language that the presenter used.

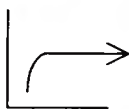
1. Describing graphs



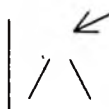
to increase
to rise
to go up



to decrease
to decline
to fall, to drop



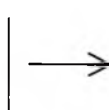
to level off



to reach a peak



to pick up



to remain constant

2. The past tense

Use:

The past tense is used throughout the extract because the time is finished and marked by expressions like:

10 years ago

in 1987

by the end of 1987

last year

Form:

Regular verbs: end in 'ed' - to reach — reached

to remain —> remained

to increase —> increased

to drop —> dropped

to level —> levelled

Irregular verbs:

to rise — rose

to fall —> fell

to go —> went

to be —> was/were

WORDS CHECK

target	level, e.g. of sales, to aim for
performance	how good or bad the results are
product	thing which is made or manufactured
peak	highest point
unit	single product
steadily	in a regular or continuous way
to settle	to stay at the same level
rapidly	quickly
slightly	not very much, a little
target	level to aim for
medium-term	referring to a period of about five years
roughly	about, approximately
pessimistic	feeling sure that things will work out badly
large-scale	working in a large way
promotion	advertising, publicity
campaign	business plan
to achieve	to succeed in doing something
optimistic	feeling sure that things will work well
to balance out	to be equal
conservative	careful, not overestimating

forecast	calculation of future sales
to launch	to put a new product on the market
to take off	to start to rise quickly, to be a success (new product)
initially	at first
to complement	to go well with something else
eventually	finally
medium-range	of middle price or size, suitable for the middle of the market

Unit 9

COMPANY RESULTS AND STRATEGY

Objectives

- Describing results and strategy
- Having good behavior at work

Contents

- Talking about conditions
- Talking about results
- Financial statement

PREPARATION

There is a logical connection among three of the four words in each of the following groups. Which is the odd one out? And why?

1. annual report - external auditors - financial statements - stockbroker
2. blue chip - defensive stock - growth stock - rights issue
3. bonus issue - dividend - over the counter - shareholder
4. creditor - market-maker - shareholder - stockbroker
5. debt - equity - share - stock
6. face value - market value - nominal value - par value
7. institutional investor - insurance company - liabilities - pension fund

LISTENING

1. Listen to a company chairman making an end-of-year presentation. As you listen, complete his presentation notes

Three areas:

1. Financial
 - a. Results
 - turnover: + 14%
 - costs: -----
 - -----: + -----
 - b. Exports: -----
 - Domestic consumer market: -----
2. -----
 - a. Personnel Development
 - b. Recruitment: -----
 - c. ----- : has expanded
 - New areas: ----- and -----
3. -----
 - a. The Research Dept. has tested prototype engine
 - b. -----

2. Listen to the discussion about company strategy. Match the conditions to the results. The first one has been done for you

<i>Conditions</i>	<i>Results</i>
1. Margins smaller	a. Cut profits
2. Reduce prices	b. Adapt to market
3. Invest in new plant	c. Reduced sales
4. Increase production	d. Market share increases
5. Reduce manufacturing costs	e. Cut unit costs
6. Higher prices	f. Unit costs come down
7. Upgrade product	g. Higher profits
8. Sub-contract production	h. Job losses

CONTROLLED PRACTICE

1. Put the verbs in brackets into an appropriate tense - present perfect or past simple

1. Turnover: ----- by 14% last year. (increase)
2. The company ----- encouraging results recently. (have)
3. The domestic consumer market ----- very competitive. (be)

4. Five years ago we _____ a new product.
(launch)
5. We _____ 26 new staffs. (recruit)
6. _____ you ever _____ Italy? (visit)
7. We _____ to Japan last month. (go)
8. We _____ not _____ the results of the exams yet.
(receive)
9. _____ you _____ the report? (read)
Yes, it was interesting.
10. Five senior managers _____ this year. (retire)

2. Make conditional sentences from the prompts below. You must decide which is the condition and which is the result, and use an appropriate verb, where necessary

E.g. Sales increase/ good advertising campaign

Sales will increase if we have a good advertising campaign
if there is a good advertising campaign

1. More satisfied customers/ improve the after-sales service

2. Rationalize production/ productivity increased

3. Job losses/ rationalize production

4. Install robots/ lower labor costs

5. Price war/ competitors enter the market

6. Charge higher prices/ improve the product quality

7. Earn larger profits/ increase our margins

8. No research/ no new products

9. Not offer better salaries/ not attract the best people

10. Fewer meetings/ more time to do the job

Work in pairs

Student B: Turn to the tapescript 9b.

Student A: Find out whether Student B has or hasn't done the things in the list below. If the answer is yes, ask for further information about when/ where/ why he/ she did them.

All the introductory questions should be in the present perfect. All the questions for further information (when/ where/ why etc.) should be in the past simple.

E.g. Have you (ever) travelled by hovercraft?

Where did you go ?

Why did you go there?

When was that?

1. work abroad
2. visit Australia
3. chair a meeting
4. make a presentation in English
5. speak on the telephone in English
6. fly on Concorde
7. sleep in a tent
8. drive a car on the left-hand side of the road
9. study aboard
10. trade fair

LANGUAGE STUDY

1. In his presentation, the chairman used the present perfect tense (has/have + past participle)

The results have been very pleasing.

The company has performed well.

He uses this tense because:

1. He is probably talking at the end of December - the year is not quite finished.
2. He doesn't specifically refer to time periods. Contrast the present perfect and the past simple in the following sentences:
The company has performed well. (present perfect)
The company performed well at the beginning of the year. (past simple)
3. Many of the events have a present impact, e.g.
We have invested heavily in the European Technology Programme.

So, we can contrast the present perfect with the past simple, as follows:

1. We have done well this year. (time unfinished)
We did well last year. (time finished)
2. I've been to Paris. (time not stated)
I went to Paris last week. (time stated)
3. Our Research Department has thoroughly tested a new prototype.
(present and future impact)
Our Research Department thoroughly tested a new prototype and found it was not effective. (no present impact)

2. In the extract from the meeting in the listening 2, conditional sentences were used to express possible results. The construction used was:

<i>Condition</i>	<i>Result</i>
If we reduce prices	our market share will increase
If we can reduce unit costs	that must put us in a strong position

Note

The present simple is used **in the condition**.

The future with 'will' or a modal in the present is used **in the result**.

We often reverse the sentence:

<i>Result</i>	<i>Condition</i>
But it'll mean job losses	if we sub-contract production
Unit costs can only come down	if we invest in new plant

WORDS CHECK

chairman	person who is in charge of a meeting
review	general examination
results	outcome of the year's trading
turnover	amount of sales
profits	money gained which is more than money spent
domestic	home
competitive	hard, as a result of the activities of other companies in the same area
disappointing	below expectation
policy	decisions on the way of doing something
actually	in fact
to recruit	to get new staff
to expand	to get bigger
quality assurance	checking that the quality of a product is good
growth	increase in size
prototype	first model of a new machine before it goes into production
strategy	plan of future action
to define	to find
flexible	which can be changed
objective	something which you aim for
market share	percentage of a total market which the sales of a company or product cover
to reduce	to make less or smaller
margins	difference between the buying and selling price
long-term	for a long period of time
prospect	possibility for the future
to invest	to spend money usefully
plant	factory
manufacturing	production
to upgrade	to make better
rapidly	quickly
to adapt	to change
to sub-contract	to agree with another company that they will do part of the work

Unit 10

COMPETITION

Objectives

- Talking about company's competitors
- Being self-confident and active in business

Contents

- Competitor's features
- Making comparison

PREPARATION

Complete this text. Choose correct word(s) from each box to make true sentences about your company

One of our main competitors is		Their share of the market is	
larger smaller	than ours	and but	their profits are
		higher about the same/ lower	Their
			products services
			are
more less	expensive than ours	and but	their quality is
			better about the same/ worse

LISTENING

- The Sales Manager of Brotherton PLC is talking about the company's main competitors. As you listen, find out the years they entered the market

Company	Year
Brotherton	
Benton	
Zecron	
Mansell	

- Listen again, complete the table below

Rank in order 1- 4:

	Age in market 1=oldest	Market share 1=biggest	Product price 1= cheapest	Profitability 1=most profitable
Brotherton				
Benton				
Zecron				
Mansell				

CONTROLLED PRACTICE

Use the table in the listening to complete these sentences

1. Mansell is profitable company.
2. Benton's product are sold at prices.
3. Mansell have been in the market
4. Brotherton entered the market than Benton.
5. Benton entered the market ten years than Brotherton.
6. Benton have market share.
7. Mansell have a much market share than Brotherton.
8. Mansell's products are sold atprices than Brotherton's.
9. Brotherton is than Benton.
10. Zecron's products are than Brotherton's.

LANGUAGE STUDY

Comparative and superlative

1. Adjectives with one syllable

long	longer	the longest
big	bigger	the biggest
low	lower	the lowest
high	higher	the highest
late	later	the latest

2. Two-syllable adjectives ending in 'y'

heavy	heavier	the heaviest
early	earlier	the earliest

3. Adjectives with two or more syllables

reliable	more reliable	the most reliable
expensive	more expensive	the most expensive
profitable	more profitable	the most profitable

4. We can also modify the strength of the comparative adjective

- If we want to make it stronger, we can use *much*

E.g. a much smaller market share
much more reliable

- If we want to make it weaker, we can use *slightly*

E.g. slightly higher price
slightly longer

Now make sentences of your own using comparative and superlative forms of adjectives.

WORD CHECK

competition	trying to do better than another
competitor	person or company who tries to do better than another person or company
competitive	hard, as a result of competition
to enter the market	to start the business
to grow	to become bigger
market share	percentage of a total market which the sales of a company cover

attractively	in a pleasant way
weakness	position of not being strong or active
major	important
return	official report of income and profits
investment	money spent usefully
plant	gactory
to overtake	to pass
to achieve	to succeed in doing something
turnover	amount of sales
reliable	which can be trusted
reputation	general opinion about something or someone
to hold on to	to keep

TAPESCRIPT AND ANSWER KEY

UNIT 1

1. Tapescript

1. A: Hello, let me introduce myself. My name's Klein, Gunther Klein.
B: Pleased to meet you. I'm Geoff Snowdon.
2. A: How do you do? My name's Paul Matthews.
B: Nice to meet you. Mine's Akira Mishima.
3. A: Hello, I'm Tom.
B: Nice to meet you. My name's Francine.
4. A: Peter, could you introduce me to the Marketing Manager?
B: Of course John... Philip, let me introduce you to John, our new Computer Manager.
C: Nice to meet you John, we're going to be working together.
5. A: Herr Tubingen, I haven't met your Managing Director yet.
B: Oh, I'm sorry. Come and meet him. Dr Manndeim, this is Mr Roberts. He's over from the States on a visit.
C: Very nice to meet you, Mr Roberts. How long are you here for?
6. A: Jane, I don't know anyone here. You'll have to introduce me.
B: Of course, I'll introduce you to Roger first. He's the host... Roger, this is Susan. She's just moved to the area.
C: Nice to meet you, Susan. Do you come from these parts?
7. A: Let me introduce you two. Maxine, this is Francis.
B: Nice to meet you, Maxine. Are you an old friend of Tony's.
C: Oh yes, Tony and I have know each other for years, haven't we?
A: Yes, that's right.

2. Answers to the listening task

<i>1st person</i>	<i>2nd person</i>	<i>3rd person</i>
Gunther Klein	Mr Roberrs	
Paul Mathews	John	Philip
Tom	Geoff Snowdon	Francis
Peter	Maxine	Dr Mannheim
Herr Tubingen	Francine	Roger
Jane	Akira Mishirma	
Tony	Susan	

3. Listening

- PETER KING: Hello, *let me introduce myself*. My name's Peter King.
 JACK SIMPSON: *Nice/Pleased to meet you*. I'm Jack Simpson.
- SARAH: Philip, I *don't know anyone* here. You'll have to *introduce me*.
 PHILIP: Of *course*, I'll *introduce you* to James. He's an old friend of mine. James, *this is* Sarah, she just joined the company.
 JAMES: (*Very*) *nice to meet you*, Sarah. Where do you come from?
- PETE: Rod, I *haven't met* Mr Rogers, the Purchasing Manager from Kentons.
 ROD: *I'm sorry*. Come and meet him. Mr Rogers, *let me introduce you to* Pete Taylor, our Export Sales Manager.
 MR ROGERS: (*Very*) *nice to meet you*. What countries do you cover?
- KLAUS FISCHER: How *do you do?* My *name's* Klaus Fischer.
 AMERICAN: *Pleased/Nice to meet you*. *Mine's* George Cole.

4. Controlled practice

- | | |
|--------|-----------|
| 1. for | 5. in |
| 2. for | 6. in |
| 3. in | 7. at |
| 4. on | 8. in/for |

UNIT 2

1. Tapescript

Dialogue 1

- Is this your first trip to Japan?
- Yes, it is.
- Do you like it here?
- Yes, it seems interesting.
- Would you like another drink?
- Thank you.

Dialogue 2

- How was your trip?
- Fine, thanks.
- How do you find Tokyo?
- Very interesting.
- Which hotel are you staying in?
- The Sheraton.

Dialogue 3

- Is this your first trip to Japan?
- Yes, but hopefully not my last.
- I'm pleased to hear that. Have you found time to see much?
- Well, I visited the gardens.
- Oh, are you interested in gardens?
- Actually yes, it's my hobby.
- Mine too...

Dialogue 4

- Are you staying long?
- No, unfortunately only a couple of weeks.
- Business or pleasure?
- Business I'm afraid. My company is setting up an office here in Tokyo.
- Really, where is your company based?
- In Detroit, sort of north mid-west of the States.
- Yes, I know it. I visited it two years ago.
- Ah, really?...

Dialogue 5

- I believe you're in fashion.
- Yes that's right - on the design side.
- That's a coincidence. My wife's a fashion designer.
- Oh, I'd like to meet her.
- You must come round to dinner one evening
- That would be nice.
- Good, I'll fix it up later this week.

2. Answers to the listening task

	<i>Successful</i>	<i>Unsuccessful</i>
Dialogue 1		x
Dialogue 2		x
Dialogue 3	√	
Dialogue 4	√	
Dialogue 5	√	

Dialogue 1: Has the visitor been to Japan before? *No*

Dialogue 2: Which hotel is the visitor staying in? *Sheraton*

Dialogue 3: What topic of common interest do they find? *Gardens*

Dialogue 4: What topic of common interest do they find? *Detroit*

Dialogue 5: What topic of common interest do they find? *Fashion*

3. Controlled practice

Dialogue 1

- Is this your first trip over here?
- No, I've been to the States before, but this is first time in Atlanta.
- So what do you think of Atlanta?
- Well, it's not what I expected.
- Really? What did you expect?
- Well, I suppose I thought it would be more traditional.
- There is a part like that. You must let me show you around.
- That would be interesting.
- Fine, I'll see what I can arrange.

Dialogue 2

- Are you staying long?

- No, just a couple of days.
- What's a pity. There's a lot to see.
- I'm sure. I hope to get back here again.
- Good. Are you here on business then?
- Yes, we're thinking of setting up an office here.
- Really? That's interesting. What line are you in?

Dialogue 3

- I believe you're in journalism.
- Yes, that's right - on the editorial side.
- That's interesting. My son is an editor on the local paper.
- Really? I expect I'll meet him.
- Yes, what about coming round for a drink? I could introduce you him.
- That would be nice.

Dialogue 4

- How do you find the weather here?
- A bit warmer than back home.
- Oh, so where do you come from?
- Scotland. This time of year it's pretty cold.
- I can imagine. I've never been but people tell me it's very beautiful.
- Yes, that's right. The best time to visit is in the summer.
- May be I'll get across next year.
- Well, if you do come across, you must visit us.

UNIT 3

1. Tapescript

I'd like to say a few words about the organisational structure of Rossomon. Now, if you look at the transparency you will see that the Managing Director, that is Mr Bunce, is responsible for running the company and is accountable to the Board.

Now, he is assisted by four executive departments. These are Human Resources, which is responsible for personnel, training and management development; then there is the Finance Department which takes care of corporate finance and accounting; next we have the Management Services Department, led by Peter Jenkins who is in charge of rationalisation throughout the company; and finally there is the R & D Department - research and development - which works closely with the five regions on new product development.

So this then brings me on to the regions. Directly under the Managing Director, there are five Regional Managers. Each of them is responsible for the day - to -

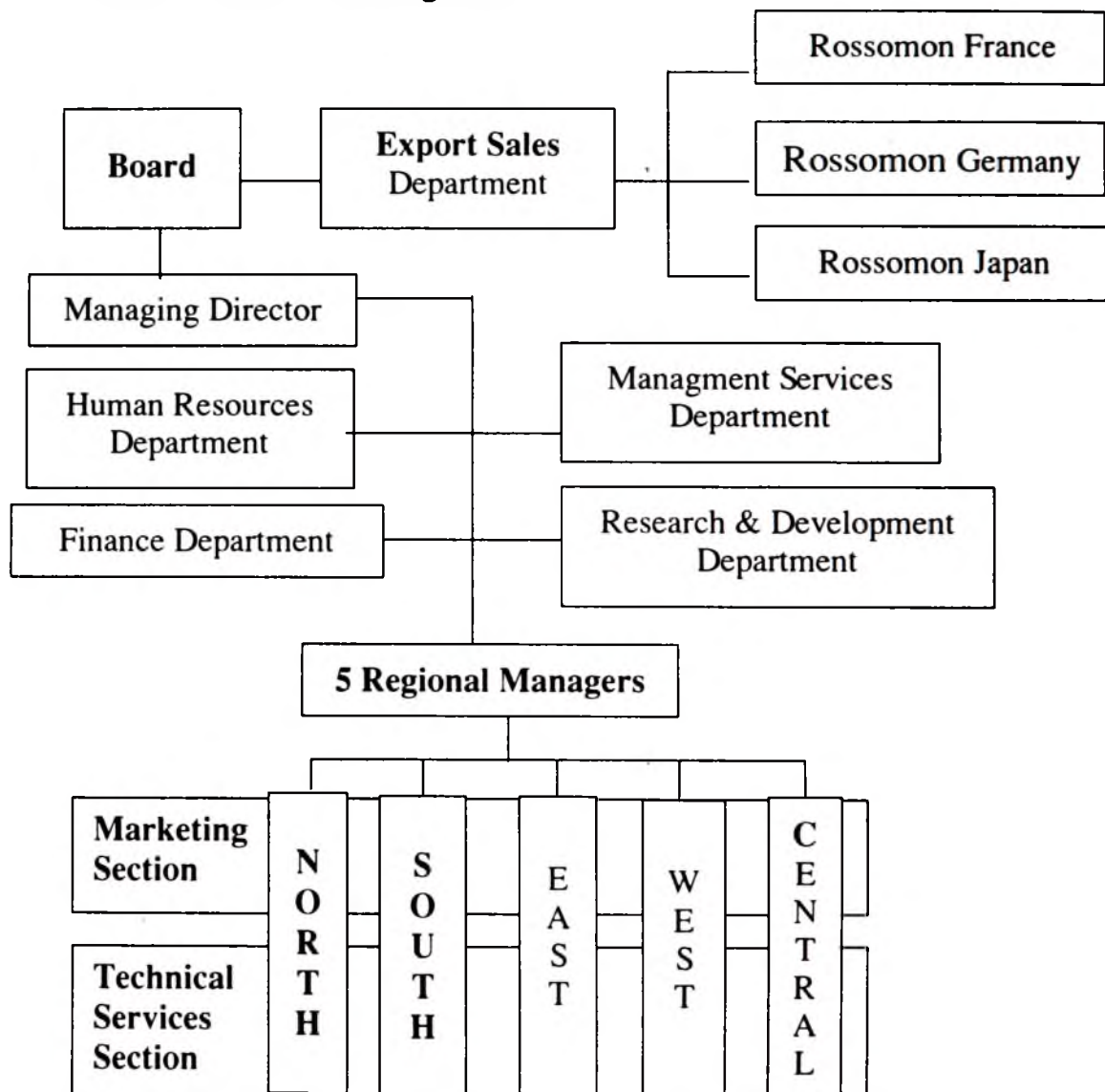
day management of a territory - these are geographically split into North, South, East, West and Central Regions.

Now then, the five regions are supported by two sections - Marketing and Technical Services. They are organised on a matrix basis with leaders accountable to the Regional Managers. They work closely with the regions on the marketing and technical side.

Now, in addition to the parent company, Rossomon has three subsidiaries, namely Rossomon France, Germany and Japan. The subsidiaries report to the Export Sales Department, which in turn is accountable to the Board.

Right, well that's a brief overview. Are there any questions?

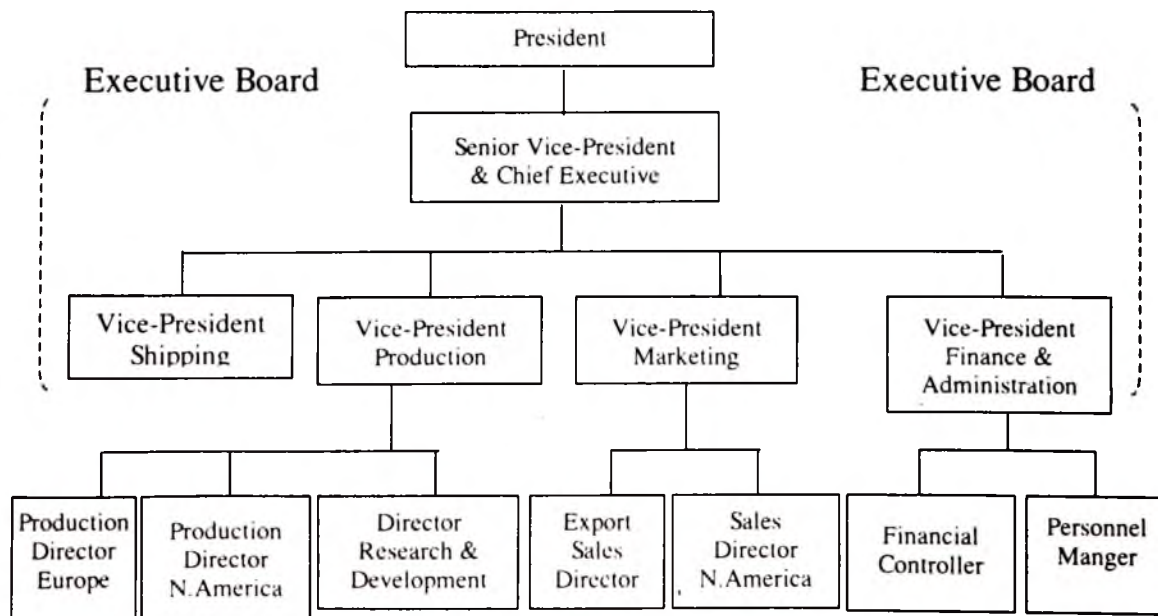
2. Answers to the listening task



3. Controlled practice

1. The Managing Director *reports/is accountable* to the Board.
2. The Managing Director *is responsible* for running the company.
3. The Managing Director *is supported/is assisted* by four executive departments.
4. *Under* the Managing Director, there are five regional divisions.
5. Each Regional Manager *is in charge* of a territory.
6. The five regions *are supported/are assisted* by two other sections - Marketing and Technical Services.
7. The Section Leaders *report to/are accountable* to the Regional Managers.
8. In addition to the *parent* company, Rossomon has three *subsidiaries*: Rossomon France, Germany and Japan.
9. The subsidiaries *report/are accountable* to the Export Sales Department.
10. The Export Sales Department is *accountable* to the Board.

2. Now describe the typical management structure of an American company:



UNIT 4

1. Tapescript

- A: Good morning. I'm phoning to enquire about your office shelving system... code number SSOO7.
- B: Oh yes, what would you like to know?
- A: Well, I'd like to check on the dimensions first - make sure that they'll fit. First of all, how wide are they?
- B: Just a moment sir, I'll get the specifications... you asked about the width... yes the standard unit is 3.5 metres wide.
- A: And the height?
- B: They're 2 metres high with flexible positions for the shelves.
- A: How many shelves can actually be fitted?
- B: Really as shelves can actually be fitted?
- A: I see. I need to know how much they stick out - in other words, how deep are they?
- B: They're 30 centimetres deep.
- A: Thanks, that's the dimensions. Now, what about delivery?
- B: Well, it depends how far you are from our warehouse.
- A: We're about ten miles from the centre.
- B: I see-well, that's in our free delivery area, so there'll be no extra charge for delivery.
- A: Good. Actually, what I meant was how long does it take after I place an order?
- B: I see, sir. We guarantee delivery within two weeks.
- A: Good. Well, we're interested in ten of your standard units for a suite of offices. How much do you charge?
- B: Well the unit cost is £98 but in view of the size of the order, we can offer a 5 per cent discount... just a moment, I'll just do the figures... yes, that comes to £931 - let's round it £930.
- A: That sounds reasonable. Finally, what sort of guarantee do you offer?
- B: Well, these units are extremely sturdy and reliable. There's the usual one-year guarantee but they have an average life of at least 20 years...

2. Answers to the listening task

Dimensions:	Width	3.5 m
	Height	2.0 m
	Depth	3.0 m
Delivery:	Cost	No charge
	Time	Two weeks
Price:	Unit price	£98
	Discount price	£930 for 10 units
Guarantee period:		One year
Average life:		At least 20 years

3. Controlled practice

A

noun form	adjective	opposite adjective
width	wide	narrow
length	long	short
depth	deep	shallow
height	high	low
distance	far	near
speed	fast	slow
reliability	reliable	unreliable

B

1. The width of the printer: *How wide is it?*
2. The depth of the printer: *How deep is it?*
3. The speed of the printer: *How fast is it?*
4. The time to deliver: *How long does it take to deliver?*
5. The cost of delivery: *How much is it/does it cost/do you charge to deliver?*
6. The reliability of the printer: *How reliable is it?*
7. The length of the cable: *How long is the cable?*
8. The length of the guarantee period: *How long is the guarantee (period)?*
9. The cost of the printer: *How much does it cost/is it?*
10. The distance to the nearest service centre: *How far is (it to) the nearest service centre?*

4. Transfer

PAIR WORK

Student B: Student A is going to ask you about the typewriter below. Answer the questions about the product features according to the information given.

Dimensions:	w	28 cm
	d	30 cm
	h	8 cm
Delivery:	time	28 days
Cost		no charge
Price:		for one £ 75
For more than five:		£ 67.50
Guarantee period:		one year

UNIT 5

1. Tapescript

Call 1

A: Krondike Electronics. Can I help you?

B: Yes, I'd like to speak to Mr Edwards, please.

A: Who's calling, please?

B: John Bird.

A: Just a moment Mr Bird; I'll put you through.

C: Miss Taylor speaking.

B: John Bird here. Can I speak to Mr Edwards?

C: I'm afraid he's out at the moment. Can I take a message?

B: Yes, could you ask him to call me back as soon as possible?

C: Yes, of course. Could I have your number?

B: He's got it, but just in case, it's 01-253 4686.

C: 01-253 4686. Thank you Mr Bird. I'll make sure he gets the message.

B: Thank you. Bye.

C: Goodbye.

Call 2

A: John Bird speaking.

B: This is Pete Edwards. My secretary said you called.

A: Yes, that's right. Thanks for getting back. Look, the reason I called was we're having installation problems with the E 258.

B: Really, that surprises me. What sort of problems?

A: Well, it's a bit complicated. Could you send a technician round?

B: Of course, I'll get one round this afternoon.

A: That would be great.

B: OK, I'm sure we'll sort it out in no time. Bye.

A: Goodbye.

Call 3

A: Pearson and Brown. Can I help you?

B: This is Gerald Smith from Taylor & Sons. Could I speak to Mrs Phillips?

A: Just a moment, Mr Smith, I'll put you through.

C: Susan Phillips speaking.

B: Hello Susan. This is Gerald Smith.

C: Oh hello Gerald. How are you?

B: Fine. I'm just phoning to see if we could fix a meeting for next week.

C: Yes, of course. We've got to discuss next year's order. Just a moment, I'll get my diary... Right, next week...?

B: Could you manage Tuesday?

C: I'm sorry. I'm out all day on Tuesday.

B: What about Friday then?

C: Yes Friday in the morning would suit me fine.

B: Good, that suits me too. Shall we say 10 o'clock?

C: Fine. So 10 o'clock here then?

B: Yes, that's probably easiest. Right, I look forward to seeing you.

C: Bye.

B: Bye.

2. Answers to the listening task

<i>Call</i>	<i>Name of person called</i>	<i>Name of caller</i>	<i>Reason for call</i>	<i>Result of call</i>
1	Mr Edwards	John Bird	////////	Edwards to call Bird back
2	John Bird	Pete Edwards	Installation problems	Technician to go round in the afternoon
3	Susan Phillips	Gerald Smith	To fix a meeting	Meeting arranged 10.00 next Friday

3. Controlled practice

A

- Pan Electronics. Can I help you?
 - Yes, I'd like to speak to Miss Rathbone.
 - Who's calling, please?
 - Peter Jones.
 - Just a moment, Mr Jones, I'll put you through.
- Mr Gottman here. Could I speak to Mrs Fields?
 - I'm afraid she's out at the moment. Can I take a message?
 - Yes, could you ask her to call me back?
 - Yes, of course. Could I have your number?
 - She's got it, but just in case, it's 01-253 4686.
- Just a moment, I'll get my diary you said next week.
 - Yes, could you manage Wednesday?
 - I'm sorry, I'm out on Wednesday.
 - What about Thursday then?
 - Yes, Thursday morning would suit me fine.
 - Good, that suits me too. Shall we say 11 o'clock?

B

1. John Peterson speaking. *(c) Hello, John. This is Peter Mathews.*
2. Can I take a message? *(b) Yes, could you ask him to call me back?*
3. The reason I called is we're having problems. *(b) Really? That surprises me.*
4. Could you manage Tuesday? *(c) I'm afraid I can't.*
5. So that's fixed - Friday at 11 o'clock. *(b) Right, I look forward to seeing you then.*

4. Transfer

PAIR WORK

Student B:

1. You are Mr/s Rogers' secretary. Mr/s Rogers is out. You will receive a call from Student A. Take a message: Make sure you get his/her name and telephone number.

2. You are Mr/s Rogers. Call Student A back. He/she will want to know the discount price for ten pairs of shoes.

Normal price: £19 per pair

Discount: 10%.

3. You are Mr/s Dunn. Student A will call you to arrange a meeting next week.

Below is your diary for next week.

	Monday	Tuesday	Wednesday	Thursday	Friday
morning		T R A D E	Trade Fair finishes 11.00 12.30 train to London		Z U R I C H
Afternoon	Lunch with Marketing Manager	F A		Plane to Zurich BA 671	

	Go to Leeds for Trade Fair Hotel Imperial	I R	Meeting with client: 14.00-15.30		Plane to London SA 897 dep: 15.30
--	---	--------	--	--	--

UNIT 6

1. Tapescript

- A: Priority Investments. Can I help you?
- B: Yes, this is George Biederbeke. Could I speak to someone in your Corporate Finance Department?
- A: Just a moment, I'll put you through.
- C: Daniels speaking.
- B: My name is George Biederbeke from the Austin Corporation. I'd like to make an appointment to see your Corporate Finance Manager.
- C: Yes. Could you tell me what exactly you want to talk about?
- B: Well, we're approaching a number of investment companies with a view to placing business with them.
- C: I'm sorry, I didn't quite catch that.
- B: I said that we are interested in your investment services.
- C: I see, and you would like to meet our Corporate Finance Manager?
- B: That's right.
- C: When would be convenient for you?
- B: Friday 28 June would suit me - in the afternoon.
- C: Just a moment, I'll check with Mr Foster - our Corporate Finance Manager.
- B: I'm sorry, I didn't catch his name.
- C: Foster.
- B: Right.
- C: Just a moment, let me check... Yes, that'll be fine, about 2 p.m. Could I have your name again?
- B: Biederbeke.

- C: Could you spell that please?
B: B, I, E, D, E, R, B, E, K, E.
C: Right, I've got that. We'd like to send you a copy of our current prospectus. If you give me your address...
B: Of course. It's the Austin Corporation, 514 Seaview...
C: 514 Seanew.
B: No, it's Sea - view.
C: Right, I've got that.
B: 2952 Seattle.
C: 2952 Seattle. Right, let me just repeat that. Mr Biederbeke, Austin Corporation, 514 Seaview, 2952 Seattle.
B: Right.
C: And your telephone number, Mr Biederbeke?
B: It's (0452) 67791.
C: (0452) 67791. Right. We'll get the prospectus in the post to you today.
B: Good. Let me just confirm the appointment. Friday 28 June at 2 o'clock.
C: Fine, we look forward to seeing you then.
B: Goodbye.
C: Goodbye.

2. Answers to the listening task

First listening

Caller's notes.

Name of Company: Priority Investments

Name of Company Finance Manager: *Mr Foster*

Date of appointment: *Friday 28 June*

Time of appointment: *14.00*

Second listening

Called person's notes:

Caller's name: *Mr Biederbeke*

Caller's company: *Austin Corporation*

Caller's address: *514 Seaview, 2952 Seattle*

Tel: No.: (0452) 67791

Reason for call: *Meeting with Mr Foster to discuss investment services*

Date of appointment: *Friday 28 June*

Time of appointment: *14.00*

Action: 1. Confirm appointment with Mr Foster.

2. Send *prospectus* to Mr Biederbeke.

3. Controlled practice

A

1. My name's Pinkerton.

Could you spell that please?

Yes, it's P, I, N, K, E, R, T, O, N.

2. The address is 24 Tunnyside Lane.

Could you repeat that?

Yes, of course. 24 Tunnyside Lane.

3. My phone number is 0432-5686

0432-5686

4. I'd like an appointment with Mr Dunn.

Could you tell me exactly what you would like to discuss?

Yes, I'd like to talk about extending my credit.

5. We would like to visit you?

I see. When would you?

6. The figure is 3.56 m.

I've got that. And what was the other figure?

7. So an appointment at two would suit you. *Could I have your name again, please?*

Yes, certainly it's Macintosh.

Could you spell that?

Yes, M, A, C, I, N, T, O, S, H.

B

1. 0232 - 77551

4. 00-44-904-24246

2. 010-35-444-7889

5. 1-775-9191

3. 08-674-550

6. 010-49-214-30761

C

Names:

1. Peterson. Could you spell that please?
P, E, T, E, R, S, O, N.
2. Hardy. Could you spell that please?
H, A, R, D, Y.
3. Glynis. Could you spell that please?
G, L, Y, N, I, S.
4. Matthews. Could you spell that please?
M, A, T, T, H, E, W, S.
5. Rifkind. Could you spell that please?
R, I, F, K, I, N, D.
6. Thatcher. Could you spell that please?
T, H, A, T, C, H, E, R.
7. Samuel. Could you spell that please?
S, A, M, U, E, L.
8. Marjorie. Could you spell that please?
M, A, R, J, O, R, I, E.

UNIT 7

1. Tapescript

- MD: OK, let's have a look very briefly at the current departmental projects. Why don't we start with EDP? What are you working on at the moment?
- EDP: We're doing a user study for the installation of the new micros. So we're talking to all the new users at the moment.
- MD: Right, what about Finance? I believe you are thinking of changing our accounting system.
- FM: Yes, that's right. We're having problems with the old system so we're looking into a new accounting system.
- MD: Fine, let's move on to Marketing. Are you working on any special projects?
- MM: Not really; but we are planning an advertising campaign for new product.

MD: Interesting. I look forward to seeing it. What about Production?

PM: Well, as you know, we are currently installing the new automated assembly line.

MD: Of course. You must be pretty busy. Personnel, what are you doing?

PeM: We're trying to recruit new young graduates at the moment.

MD: How's that going?

PeM: Fine.

MD: Well, the Administration Department are not represented here today. They are moving to new offices next week, so they've got their hands full. Research and Development are also very busy - they're testing the new prototype. That just leaves Transport and Management Services. John?

TM: The Transport and Department is rationalizing the distribution network - so we're hoping for some big cost cuts in the near future.

MD: Good. And Management Services?

MSM: Well, we haven't got anything we're working on just at the moment but we are running a series of quality training seminars next month.

MD: Right, that just about covers it.

2. Answers to the listening task

<i>Projects/fixed plans</i>	<i>Departments</i>
Plan advertising campaign	EDP Department
Test new prototype	Finance Department
Move to new offices	Marketing Department
Do user study	Production Department
Rationalise distribution network	Personnel Department
Run quality training seminars	Administration Department
Look into new accounting system	Research and Development Department
Try to recruit new graduates	Transport Department
Install automated assembly line	Management Services Department

3. Controlled practice

MD: At the moment, the market *is expanding*. So this is an opportunity we must take. Our advertising agency *is working on* a new campaign for

next month. Now, what about Production?

PM: Currently we *are running at 75% capacity* - so, that gives us some spare capacity.

MD: Good, how *are we doing* on staffing levels in the factory?

PM: We *are finding* it difficult to recruit technicians. There seems to be a shortage on the job market.

MD: What *are you planning* to do about it?

PM: Well, we *are thinking* of using a recruitment agency. A chap from a local agency *is coming* in to see me on Monday to talk about it.

MD: Fine, what about cash flow? This upturn in the market is going to be a drain on cash.

FM: That's right. At the moment, we *are managing* on an overdraft of about £50,000 and our current debts *are approaching* £85,000. I can go and talk to the Bank Manager about it. We've always been a good customer.

MD: Yes, do that as soon as possible. Finally, training. We're going to need some sales reps and technicians in production. What *is happening* at the moment in training?

TM: We *are teaching* a refresher sales course but we've got spare capacity....

UNIT 8

1. Tapescript

Before I go on to talk about sales targets for this year, let's have a look at the performance of our three main products over the last five years.

Let's start with the oldest - the AMAT. We launched this ten years ago and, as you can see, it reached its peak in 1983. The following two years, it leveled off at around 400,000. Then in 1986 and 1987 it decreased to a figure of 330,000 in 1987. Finally, last year it fell to only 250,000 units.

OK, let's turn to the BMAT - we launched this product in 1982 and, as you can see, in the following three years, sales rose steadily to a peak of 550,000 in 1985. The following year it fell badly to 450,000 and then rose again to settle around 500,000. In 1988, it remained constant at the same figure.

Finally, our most recent product - the CMAT - was launched in 1984. Sales increased rapidly in 1985 to reach 250,000 and then rose again by 200,000 in

1986 to reach 450,000. 1987 sales were also good - the end of year figure went up to 580,000. Last year's sales dropped slightly - they were down to 550,000. OK, those are the results. Let's now look at some targets for 1989.

2. Answers to the listening task

Graph 1 — CMAT

Graph 2 — BMAT

Graph 3 — AMAT

3. Controlled practice

1. AMAT sales *reached a peak* in 1983.
2. In 1984 and 1985 the sales *levelled off* at 400,000.
3. In 1987 sales *fell* to 330,000.
4. In 1988 the figure *was* 250,000.
5. From 1983 to 1985, BMAT sales *rose* steadily to a *peak* of 550,000.
6. In 1986 sales *decreased/dropped* badly to 450,000.
7. In 1987 sales *leveled off* to settle at this figure.
8. In 1988 they *remained constant* at this figure.
9. CMAT sales *went up* rapidly in 1985 to *reach* 250,000.
10. In 1986, they *reached* 450,000.
11. In 1987 sales *increased* to 580,000.
12. In 1988 they *dropped/decreased* to 550,000.

4. Transfer

1. Student B: Listen to Student A's description of the performance of a product (sales and prices). As you listen, complete the graph below.

Sales and prices

Price index

						150
						100
						50

Sales

2. Student B: The graph below shows the performance of a product (turnover and profits). Describe it to Student A.

Turnover and profits

UNIT 9

1. Tapescript

I'd like spend a few minutes of your time looking back over the year. I'm going to divide my review into three areas: firstly financial, secondly personnel and finally technology.

On the financial front, the results have been very pleasing. Turnover has increased by 14%, costs have dropped by 3% and profits are up by 16%. So the company as a whole has performed well. Some business areas have done better than others. Export sales have done very well - especially in America, our largest export market. The domestic consumer market has been very competitive and will continue to be so - our results in this market have been rather disappointing - just 1% up compared with last year.

Right, let's move on to personnel. Our policy of personnel development through training and promotion opportunities has continued to be a great success. We have actually recruited 72 new staff, while 20 have retired - so there's a net balance of 52. The training department has expanded considerably and moved into new areas such as quality assurance and sales training.

Finally technology. I thought you would be interested to have an update since this is vital for our future growth. Over the last year, our Research Department has thoroughly tested a new prototype engine. Results so far have looked promising. We have also invested heavily in a European technology programme which links industry with the universities.

Right, those are the three main areas - Finance, Personnel and Technology. Are there any questions, before I go on?...

2. Answers to the listening task

1. *Financial*
 - a. Results - turnover: + 14%
- costs: - 3%
- profits: + 16%
 - b. Exports: *Good esp. America*
Domestic consumer market: *very competitive, only 1% increase*

- 2. *Personnel*
 - a. Personnel Development
 - b. Recruitment: *net increase 52*
 - c. *Training*: has expanded
 - New areas: *quality* and *sales*
- 3. *Technology*
 - a. The Research Dept has tested prototype engine
 - b. *Has invested in European Technology Programme*

3. Controlled practice

1. Turnover *increased* by 14% last year.
2. The company *has had* disappointing results recently.
3. The domestic consumer market *has been* very competitive.
4. Five years ago we *launched* an updated product.
5. We *have recruited* 26 new stays.
6. *Have* you ever *visited* Italy?
7. We *went* there last month.
8. We *have not received* the results of the exams yet.
9. *Did* you *read* the report?
Yes, it was interesting.
10. Five senior managers *have retired* this year.

4. Transfer

PAIR WORK

Student B: Student A is going to ask you a number of questions. Your answers should be in either the present perfect or past simple.

UNIT 10

1. Tapescript

Let's look at the competition. Now, our main competitor - Benton - entered the market in 1982 - ten years later than us. But since then they have grown more rapidly and are now the biggest in terms of market share. Why? Mainly because of their product development. Their products are better, sold at lower prices and presented attractively. At the moment their main weakness is that they have the lowest profitability.

Now our second major competitor is Zecron. They entered the market at the same time as us. They have a lower market share than us and their products are

sold at slightly higher prices. However, their annual return shows greater profitability and much heavier investment in plant and machinery over the last two years. So they are in a good position to overtake us soon.

The last competitor is Mansell. They have been in the market slightly longer than us and Zecron. They have a much smaller market share, but their products are sold at the top end of the market at much higher prices. As a result they achieve the best profitability of the four companies with much lower turnover.

So, what can we say about our own position? Well, our products are medium-price but less attractive than Benton's. We're getting a problem with reliability. Certainly Benton's range has a reputation for being much more reliable. Our market share is higher than Zecron and Mansell, but they are more profitable than us. So, we must become more competitive during the next two years if we to hold on to our market share and increase profitability.

2. Answers to the listening task

	<i>Age in market</i> <i>1 = oldest</i>	<i>Market share</i>	<i>Product price</i> <i>1 = cheapest</i>	<i>Profitability</i> <i>1 = most profitable</i>
Brotherton	2	2	2	3
Benton	4	1	1	4
Zecron	2	3	3	2
Mansell	1	4	4	1

3. Controlled practice

1. Mansell is *the most* profitable company.
2. Benton's products are sold at *the lowest* prices.
3. Mansell have been in the market *the longest*.
4. Brotherton entered the market *earlier* than Benton.
5. Benton entered the market ten years *later* than Brotherton.
6. Benton have *the largest/biggest* market share.
7. Mansell have a much *smaller/lower* market share than Brotherton.
8. Mansell's products are sold at *much higher* prices than Brotherton's.
9. Brotherton is *more profitable* than Benton.
10. Zecron's products are *slightly more expensive* than Brotherton's.

4. Transfer

Student B: Use the table below to answer Student A's questions. Answer like this:

----- is the most -----

----- is more ----- than -----

<i>Company</i>	<i>Turnover</i>	<i>Profitability</i>	<i>Share capital</i>	<i>Employees</i>
Cittabank	1	2	1	4
RA Chemicals	2	1	3	1
Elton Oil	4	3	2	3
Natelecom	3	4	4	2

GLOSSARY

A

A good brand (agb)	Mặt hàng tốt
Above par	Trên mệnh giá
Accepted bill, accepted invoice	Hoá đơn được chấp nhận
Accepting bank	Ngân hàng thanh toán hối phiếu
Account payable	Tiêu trái (nợ phải trả)
Account sales (a/s)	Báo cáo bán hàng
Account system	Chế độ cho vay trực tiếp
Accounting in kind	Hạch toán bằng hiện vật
Accounting in terms of money	Hạch toán bằng tiền
Accounting of credit limits	Hạch toán hạn mức cho vay
Accumulation of capital	Tích lũy vốn
Accumulative debt	Nợ dồn
Analysis of loan demand	Phân tích yêu cầu vay vốn
Analysis of produce sale and profits plan fulfillment	Phân tích thực hiện kế hoạch tiêu thụ sản phẩm và kế hoạch lợi nhuận
Annual accounting report	Báo cáo kế toán năm
Annual accounts on state budget execution	Báo cáo năm về chấp hành ngân sách nhà nước
Annual agreement	Hợp đồng năm
Annual inventory	Kiểm kê năm
Annual premium	Phí bảo hiểm năm
Annual quota	Định mức năm
Anti-trust	Chống độc quyền
Appeal for tenders	Kêu gọi đấu thầu
Application for account opening	Đơn xin mở tài khoản
Application for letter of credit opening	Đơn xin mở thư tín dụng
Application for settlement	Đơn xin thanh toán

Application of a loan	Đơn xin vay
Apply in confidence	Hàng nộp đơn theo lối “kín”
Appointment book	Sổ ghi các buổi hẹn
Appraisal bond	Phiếu giám định
Appreciation	Tăng giá trị (tiền tệ)
Arbitrage	Nghiep vụ mua rẻ bán đắt tức thì
Arbitrage of exchange	Buôn bán ngoại hối
Arbitrage of stocks	Buôn bán chứng khoán
Arbitration award	Phán quyết của trọng tài
As per bl (bill of lading)	Theo vận đơn
As per order	Theo đơn đặt hàng
Asset	Tích sản, tài sản
Asset total	Tổng số tài sản có
At short notice	Trong thời gian ngắn nhất
At sight	Khi xuất trình
At the latest	Trễ nhất
Auction	Bán đấu giá
Auction in private	Bán đấu giá kín
Auction price	Giá bán đấu giá
Audit office	Cơ quan kiểm toán
Auditor	Nhân viên kiểm toán
Average monthly output	Sản lượng bình quân tháng
Average price	Giá bình quân
Average profits	Lợi nhuận bình quân
Average purchase rate	Tỉ lệ mua trung bình
Average wage	Lương bình quân
Average-returns	Tiền lời trung bình
Award a contract	Chấp nhận một hợp đồng
Award if damages	Phán quyết về thiệt hại
Award of experts	Phán quyết của chuyên gia

B

Back bill	Bản kê nợ
Back order	Đơn đặt hàng trước
Bad debt, Doubtful debts	Nợ khó đòi
Balance of current account	Cán cân thanh toán vãng lai
Balance of enterprise's revenues and expenditures	Cân đối thu chi của doanh nghiệp
Balance of foreign trade	Cán cân ngoại thương
Balance of material values	Bảng cân đối vật tư
Balance of national economy	Bản cân đối nền kinh tế quốc dân
Balance of payments	Cán cân thanh toán
Balance of portfolio	Cân bằng danh mục vốn đầu tư
Balance of trade	Cán cân thương mại
Balance sheet	Bảng quyết toán
Bale (bl)	Kiện hàng
Bank	Ngân hàng
Bank acceptance	Hối phiếu ngân hàng
Bank apparatus	Bộ máy ngân hàng
Bank charges	Phí ngân hàng
Bank failure	Sự phá sản của ngân hàng
Bank for foreign trade	Ngân hàng ngoại thương
Bank for international settlement (bis)	Ngân hàng thanh toán quốc tế
Bank for short-term credit	Ngân hàng cho vay ngắn hạn
Bank of letter of credit issuer	Ngân hàng người mở thư tín dụng
Bank profits	Lợi nhuận ngân hàng
Banking accounting	Kế toán ngân hàng
Banking deposit account	Tài khoản ký thác ngân hàng
Bank-note	Giấy bạc ngân hàng
Bankruptcy	Sự phá sản
Barter	Sự trao đổi theo hình thức hàng đổi hàng

Base-point pricing	Định giá theo điểm gốc
Basis price	Giá gốc
Book cost	Giá thành theo hạch toán
Book of values in storeroom	Sổ hạch toán giá cả hàng trong kho
Book-keeping apparatus	Bộ máy kế toán
Book-keeping voucher	Chứng từ kế toán
Booming	Phát (phát đạt)
Boost sales	Đẩy mạnh việc bán hàng
Borrowed capital	Vốn vay mượn
Borrower's note	Phiếu nợ
Bottleneck	Đình trệ sản xuất
Bought deals	Thoả thuận mua trước
Bouncing cheque	Séc không tiền bảo chứng
Bounty	Tiền thưởng (tiền khuyến khích)
Branch banking	Hệ thống ngân hàng có phân chi nhánh
Brand leader	Nhãn hiệu đang chiếm lĩnh thị trường
Brand name	Tên nhãn hiệu
Breach of contract	Vi phạm hợp đồng
Break even point	Điểm hòa vốn
Break in share prices	Bất ngờ sụt giá cổ phần
Break into a market, tap a market	Thâm nhập thị trường
Bribe	Hối lộ
Bridging loan	Vay nối tiếp
Broker, middleman, intermediary	Người môi giới
Brokerage	Nghề môi giới
Brokerage	Phí tổn môi giới
Bucket shop	Cửa hàng bán hạ giá
Budget	Ngân sách
Budget accounts	Báo cáo ngân sách
Building work report	Báo cáo hạng mục công trình
Bulk cargo	Hàng hóa không đóng bao

Bulk order
Bulk transport
Buying up of goods
Buying up of raw materials
By-products

Đơn đặt hàng sỉ
Vận chuyển hàng
Mua vét hàng hóa
Mua vét nguyên liệu thô
Sản phẩm phụ

C

Calendar pad
Call loan
Call money
Call option
Call to tender
Cancellation clause
Canvass
Capacity
Capital
Capital expenditure
Cash, ready money
Cash limits
Cash on delivery (cod)
Cash on shipment
Cash order
Cash price
Cash receipts
Cash sale
Catalogue, catalog (US)
Ceiling price, maximum price
Censor
Certificate of analysis

Certificate of clearing inwards
Certificate of clearing outwards

Lịch (có khoảng trống để ghi chép)
Tiền vay không kỳ hạn
Tiền không kỳ hạn
Quyền chọn mua
Gọi thầu
Điều khoản huỷ hợp đồng
Chào hàng
Công suất
Vốn
Vốn chi tiêu
Tiền mặt
Giới hạn tiền mặt
Trả tiền lúc giao hàng
Trả khi gửi hàng
Đơn đặt hàng trả tiền mặt
Giá tiền mặt
Doanh thu tiền mặt
Bán lấy tiền mặt
Sách giới thiệu mẫu mã
Giá cao nhất
Kiểm duyệt
Giấy chứng nhận phân tích (kiểm nghiệm)
Giấy chứng nhận nhập khẩu
Giấy chứng nhận xuất khẩu

Certificate of deposit	Giấy chứng nhận ký thác
Certificate of goods delivery	Giấy chứng nhận giao hàng
Certificate of goods quality	Giấy chứng nhận chất lượng hàng hóa
Certificate of guarantee	Giấy chứng nhận kiểm định
Certificate of incorporation	Chứng nhận tư cách pháp nhân của công ty
Certificate of inspection	Giấy chứng nhận kiểm nghiệm
Certificate of measurement	Giấy chứng nhận đo lường
Certificate of origin	Giấy chứng nhận xuất xứ
Certificate of quality	Giấy chứng nhận chất lượng
Certificate of quantity	Giấy chứng nhận số lượng
Certificate of receipt	Giấy chứng nhận đã nhận được
Certificate of weight	Giấy chứng nhận trọng lượng
Certified invoice	Hoá đơn được chứng thực
Claim list	Bản kê các khoản khiếu nại
Claim of compensation	Khiếu nại đòi bồi thường
Claim under a guarantee	Khiếu nại trong thời gian bảo hành
Clause on payment term	Điều khoản về thời hạn trả tiền
Claused b/l	Vận đơn không hoàn hảo
Clean b/l	Vận đơn hoàn hảo
Clean payment	Trả hết
Clean profits, net profit	Lãi ròng
Clean receipt	Chấp nhận hoàn toàn (chấp nhận không điều kiện)
Clear the goods through the customs	Làm thủ tục lấy hàng ra khỏi hải quan
Clearance inwards	Thanh toán thuế hải quan vào cảng
Clearance outwards	Thanh toán thuế hải quan rời cảng
Clearance papers	Giấy tờ thanh toán thuế hải quan
Clearance sale	Bán tháo (bán đại hạ giá)
Cleared goods	Hàng đã nộp thuế
Cleared without examination (cwe)	Miễn khám xét

Commercials	Quảng cáo thương mại (trên radio, tivi)
Commission	Hoa hồng
Commission contract	Hợp đồng uỷ thác
Committee of liquidation, council of liquidation	Ban thanh lý
Commodity	Hàng hoá
Commodity of equal worth	Hàng hóa ngang giá
Commodity output	Sản lượng hàng hóa
Commodity production	Sản xuất hàng hóa
Common scheme of crediting and settlement	Chế độ kiểm soát tiền tệ
Company secretary	Tổng thư ký công ty
Compensation	Bồi thường
Compensation for difference in purchase and delivery price	Bù đắp chênh lệch giá thu mua và giá cung cấp
Compensatory amount	Khoản đền bù
Competition	Sự cạnh tranh
Competitive prices	Giá cạnh tranh
Compound interest	Lãi tích hợp, lãi kép
Comptroller of the currency	Thanh toán tiền tệ
Compulsory deduction	Khấu trừ bắt buộc
Compulsory insurance	Bảo hiểm bắt buộc
Computer	Máy vi tính
Conditional	Bán khoán
Conditional loan	Khoản cho vay có điều kiện
Confidentiality agreement	Tờ cam kết giữ kín bí mật của công ty
Confirmed irrevocable letter of credit	Thư tín dụng có xác nhận không thể huỷ ngang
Confirming bank	Ngân hàng xác nhận
Confiscation, seizure	Sự tịch thu
Consignment	Ký gửi hàng
Consignment note, dispatch note	Phiếu gửi hàng

Consolidated estimative standard	Định mức dự toán tổng hợp
Consortium, syndicate	Tập đoàn
Constraint prices	Giá cố định
Constructive total loss	Mất gần như toàn bộ
Consumer durables	Hàng tiêu dùng lâu bền
Consumer goods, consumer's article	Hàng tiêu dùng
Consumer sovereignty	Chủ quyền người tiêu dùng
Consumer's surplus	Thặng dư của người tiêu dùng
Consumers	Người tiêu dùng
Consumption	Sự tiêu dùng
Consumption spending	Chi phí tiêu dùng
Container yard	Sân bãi công ten nơ
Contraband goods	Hàng lậu
Contract guarantee	Bảo đảm hợp đồng
Contract in set form	Hợp đồng định sẵn
Contract of capital construction	Hợp đồng xây dựng cơ bản
Contract of carriage	Hợp đồng vận chuyển
Contract of employment	Hợp đồng thuê người
Contract of goods delivery	Hợp đồng giao hàng
Contract of goods transport	Hợp đồng vận chuyển hàng
Contracting party	Bên ký hợp đồng
Contracting-delivery	Giao hàng theo hợp đồng
Contractor	Nhà thầu
Control and audit department	Ban thanh tra
Control book of cashier	Sổ kiểm tra của thủ quỹ
Control inspection apparatus	Bộ máy thanh tra
Copy of document	Bản sao chứng từ
Copy, facsimile	Bản sao
Corporation income tax (US)	Thuế lợi tức tổng hợp
Corporation tax	Thuế công ty
Corset	Hạn chế nợ (ngân hàng)
Cost	Phí tổn, giá thành

Cost allocation	Phân bổ phí tổn
Cost and freight (c&f)	Phí tổn và cước
Cost of living	Giá sinh hoạt
Cost of removal	Phí vận chuyển
Cost price	Nguyên giá (giá vốn)
Cost sheet	Phiếu tính giá
Cost variance	Chênh lệch giá
Cost, insurance, freight (cif)	Phí tổn, bảo hiểm, cước vận chuyển
Cost, insurance, freight and exchange (cif & e)	Phí tổn, bảo hiểm, cước và chênh lệch
Cost-benefit analysis	Phân tính phí tổn lợi ích
Costing and pricing	Tính giá thành và định giá bán
Council of economic advisors	Hội đồng cố vấn kinh tế
Counter credit	Tín dụng tại quầy
Counter trade	Mậu dịch đối ứng
Counter-offer	Trả giá
Coupon	Phiếu
Credit application	Đơn xin mở tín dụng
Credit bill	Hối phiếu tín dụng
Credit card	Thẻ tín dụng
Credit crunch	Nguồn tín dụng
Credit department	Phòng tín dụng
Credit document	Chứng từ cho vay
Credit for payment of goods accounts	Khoản cho vay chi trả tiền hàng
Credit note	Phiếu báo tín dụng
Credit policy	Chính sách tín dụng
Credit sale, sale by credit	Bán chịu
Credit system	Hệ thống tín dụng
Credit term	Kỳ hạn tín dụng
Cut-price	Đại hạ giá

D

Daily earnings	Lương ngày
Daily report	Báo cáo hàng ngày
Damage in transit	Hư hại trong lúc quá cảng
Data of document sending	Ngày gửi chứng từ
Data of drawing up of document	Ngày lập chứng từ
Data of loan account adjustment	Ngày điều chỉnh tài khoản cho vay
Date of document delivery	Ngày giao chứng từ
Date of payment	Ngày chi trả
Date of shipment	Kỳ hạn giao hàng
Delivered at frontier	Giao hàng tại biên giới
Delivery date	Ngày giao hàng
Delivery expenses	Chi phí trong việc giao hàng
Delivery note	Phiếu giao hàng
Delivery without invoice	Giao hàng không có hóa đơn
Demand	Mức cầu
Demurrage	Tiền phạt bốc dỡ chậm
Deposit account	Tài khoản ký thác
Deposit receipt	Biên lai gửi tiền
Depot	Nơi ký gửi
Depreciation	Sự mất giá (sự khấu hao)
Depression	Sự khủng hoảng
Devaluation	Sự phá giá tiền tệ
Diminishing returns	Sản lượng tiêu giảm
Discharge	Khoản bù lại
Discharging berth	Bến dỡ hàng
Discount	Chiết khấu
Discount house	Ngân hàng chiết khấu (hối phiếu nước ngoài)
Discount rate	Tỉ lệ chiết khấu
Discounted cash flow	Chiết khấu nguồn lưu kim

Dishonour

Dividend

Dividend-warrant

Dock warrant

Dock, quay, pier, wharf

Dockers, dock worker

Document against acceptance

Document against payment

Document list

Document of cash payment

Domestic credit expansion (d.c.e)

Dutiable

Duty free

Duty free goods

Từ chối thanh toán

Cổ tức, tiền lãi cổ phần

Phiếu cổ tức

Giấy phép vào bến, phiếu lưu kho ở cảng

Bến cảng

Người khuôn vác ở cảng

Chứng từ khi nhận hàng

Chứng từ khi thanh toán

Bản kê chứng từ

Chứng từ trả tiền mặt

Sự mở rộng tín dụng trong nước

Phải nộp thuế

Miễn thuế hải quan

Hàng miễn thuế

E

Earned income

Earned rate

Earnest money

Earning per share

Earnings

Easy terms

Economic apparatus

Economic blockade

Effective exchange rate

Employer's profits

Encashment order

End product, finish stock

Enquiry

Enterprise's administration

Thu nhập (thuần) theo lao động

Tỉ lệ lãi

Tiền đặt cọc

Cổ tức gộp, tiền lời được chia cho từng cổ phần

Thu nhập do lao động

Lãi suất thấp (ngân hàng)

Bộ máy kinh tế

Phong toả kinh tế

Tỉ giá ngoại hối thực tế

Lợi nhuận của chủ

Giấy uỷ nhiệm thu

Thành phẩm

Thư hỏi giá (thư hỏi hàng)

Ban giám đốc xí nghiệp

Enterprises worker	Khu vực công nghiệp
Exchange rate	Tỉ giá ngoại hối
Excise duty	Thuế tiêu thụ
Excluding VAT	Không tính thuế giá trị gia tăng
Exclusive agent	Đại lý độc quyền
Exclusive, sale right	Độc quyền bán
Ex-dividend	Ngoài cổ tức
Executive desk	Bàn làm việc
Executive director	Giám đốc đặc trách
Exemption from taxes	Miễn thuế
Ex-factory, ex-mill	Giao tại xưởng

F

Financial status	Tình hình tài chính
Financial system	Hệ thống tài chính
Financing bank	Ngân hàng cấp vốn
First in, first out	Tiền nhập, tiền xuất
Fiscal policy	Chính sách thuế khóa
Foreign currency	Ngoại lệ
Foreign currency credit	Khoản cho vay bằng ngoại tệ
Foreign currency department	Phòng ngoại tệ
Foreign department	Cục hối đoái
Foreign exchange	Ngoại hối
Foreign exchange bank	Ngân hàng ngoại hối
Foreign exchange department	Phòng ngoại hối
Foreign investment	Sự đầu tư nước ngoài
Foreign market	Thị trường nước ngoài
Foreign trade balance	Bản cân đối ngoại thương
Foreign trade turnover	Kim ngạch ngoại thương
Forfeiture of a patent	Mất quyền sáng chế
Forward exchange	Ngoại hối có kỳ hạn
Forwarder	Đại lý giao hàng

Forwarder's receipt	Biên lai của người chở hàng
Franchise	Chứng nhận độc quyền
Free along side quay	Giao dọc theo bến
Free along side ship (f.a.s)	Giao hàng tại mạn tàu
Free in and out (f.i.o)	Miễn phí bốc và dỡ hàng
Free market economy	Kinh tế thị trường tự do
Free of all average	Miễn mọi tổn thất
Free of capture and seizure	Miễn bắt giữ và tịch thu
Free of general average (f.g.a)	Miễn chịu tổn thất chung
Free of particular average (f.p.a)	Miễn chịu phí tổn riêng
Free of tax	Miễn thuế
Free offer	Quà tặng để khuyến mãi (kèm theo hàng bán ra)
Free on board (f.o.b)	Miễn phí giao bốc hàng lên tàu, (giá fob)
Free on bunker	Miễn phí giao hàng tại hầm tàu
Free on quay	Miễn phí giao hàng tại bến
Free on rail	Miễn phí giao hàng tại toa xe
Free on truck (f.o.t)	Miễn phí giao lên xe tải
Full and final settlement	Thanh toán dứt khoát
Full container load	Công ten.nơ đủ trọng tải
Full inventory	Kiểm dịch toàn bộ
Fully-owned subsidiary	Công ty con sở hữu 100%

G

General agreement on tariffs and trade (gatt)	Thỏa ước chung về thuế quan và mậu dịch
General cargo	Hàng bách hóa
Gentlemen's agreement	Thỏa thuận miệng
Gilt-edged securities, gilt-edged stock	Chứng khoán mếp vàng
Give wide scope	Đem lại phạm vi hoạt động lớn

Goods resource	Nguồn hàng
Goods returned, goods rejected	Hàng trả lại
Goods sample	Mẫu hàng
Goods without invoice	Hàng không có hóa đơn
Grant a credit	Cấp một khoản tín dụng
Gross domestic product (GDP)	Tổng sản phẩm trong nước
Gross loss	Mất toàn bộ
Gross premium	Phí bảo hiểm gộp
Gross price	Giá gộp
Gross profit	Lãi gộp
Gross ton, long ton	Tấn Anh (1.016kg)
Growth stocks	Cổ phần phát triển
Guarantee loan	Khoản cho vay bảo đảm
Guarantee of solvency	Bảo đảm khả năng chi trả
Guarantee wage	Lương bảo đảm

H

Half-finished product	Bán (nửa) thành phẩm
Heavy advertising	Quảng cáo ô ạt
High technology industry	Công nghiệp mũi nhọn
Higher bid	Đấu thầu giá cao hơn
Hire shop	Cửa hàng cho thuê
Holding	Tiền hùn vốn đầu tư
Holding company	Công ty chính (nắm trên 50% cổ phần của các công ty con)
Holiday pay	Lương nghỉ phép
Home service	Dịch vụ bán hàng tận nhà
Home service agent	Người chào hàng tận nhà
Home trade	Nội thương
Honour	Cam kết giữ đúng hợp đồng
House journal	Tạp chí công ty
Household goods	Hàng gia dụng

Household name
House-to-house, door-to-door

Nhân hiệu nổi tiếng
Đến tận nhà

I

Illicit advertising	Quảng cáo lậu
Import duties	Thuế nhập khẩu
Import goods	Hàng nhập khẩu
Import license	Giấy phép nhập khẩu
In kind	Bằng hiện vật
Incidental expenses	Chi phí bất ngờ
Inclusive price	Giá thành
Income standard	Định mức thu nhập
Increase output	Tăng năng suất
Indemnity	Sự bồi thường
Index card cabinet	Hộp đựng phiếu thư mục
Index card drawer	Ngăn đựng phiếu thư mục
Industrial bank	Ngân hàng công nghiệp
Industrial goods	Hàng công nghiệp
Infant industry	Công nghiệp còn phôi thai
Information	Giấy thông báo
Initial campaign	Chiến dịch phát động (tiếp thị)
Initial price	Giá ban đầu
Inland waterway bill of lading	Vận đơn đường thủy nội địa
Inside factory cheque	Séc nội bộ xí nghiệp
Insolvency	Tình trạng không trả nợ được
Inspection minute	Biên bản kết quả thanh tra
Insurance broker	Người môi giới bảo hiểm
Insurance certificate	Giấy chứng nhận bảo hiểm
Insurance contract	Hợp đồng bảo hiểm
Insurance in kind	Bảo hiểm bằng hiện vật
Insurance minute	Biên bản bảo hiểm
Insurance premium	Phí bảo hiểm

Insured	Được bảo hiểm
Integrated project management	Quản lý tổng hợp các dự án
Interest	Tiền lãi
Interest due date	Ngày bắt đầu tính lãi
Invariable price	Giá không đổi
Inventories	Hàng hóa kiểm kê
Inventory book	Sổ kiểm kê
Inventory of fixed assets	Kiểm kê tài sản cố định

J

Jingle	Bài hát quảng cáo sản phẩm
Jobber	Người đầu cơ (chứng khoán)
Joint insurance	Bảo hiểm liên đới
Joint project offer	Cùng chào hàng
Joint - stock company	Công ty cổ phần
Joint venture	Hợp tác kinh doanh
Junior partner	Hội viên nhỏ

K

Key person	Yếu nhân
Know-how	Bí quyết sản xuất

L

Label marker	Máy làm nhãn hiệu
Labour intensive	Thâm dụng lao động
Last in, first out (lifo)	Hậu nhập, tiền xuất
Last year's profits	Lợi nhuận năm trước
Lay-off	Đình chỉ (sản xuất)
Leader merchandising, leader pricing	Hàng bán rẻ để quảng cáo
Leaders	Ban lãnh đạo
Ledger	Sổ cái

Less than car load lot	Chưa đầy một chuyến xe
Less than container load	Chưa đầy một công ten nơ
Letter for advice	Giấy báo
Letter of advice	Thư thông báo
Letter of attorney	Giấy uỷ quyền
Letter of attorney for account disposal	Giấy uỷ quyền chi phối tài khoản
Letter of complaint	Thư khiếu nại
Letter of credit	Thư tín dụng
Letter of guarantee	Giấy bảo đảm
Levy	Tiền thuế thu được
Lienor	Người lưu giữ hàng
Limited liability company	Công ty trách nhiệm hữu hạn
Limited liability joint stock company	Công ty cổ phần hữu hạn
Liquidation	Sự thanh lý
Liquidation price	Giá thanh lý
Liquidation value	Giá trị thanh lý
List	Bản kê
List of letters of credit	Bảng kê thư tín dụng
List of receipts and expenses	Bảng kê thu chi
List of the customers	Sổ khách hàng
Load factor	Hệ số chất hàng
Loading risk	Rủi ro bốc xếp hàng
Loan bond	Phiếu công trái
Loan in replenishment of working capital	Khoản cho vay bổ sung vốn lưu động
Long bill	Hối phiếu dài hạn
Long term	Dài hạn
Long-term credit commitment	Cam kết tín dụng dài hạn
Long-term loan	Khoản cho vay dài hạn
Long-term loan bank	Ngân hàng cho vay dài hạn

Loss assessment	Đánh giá thiệt hại
Loss leader	Sản phẩm bán lỗ để khuyến mãi
Loss recovery	Bù đắp tổn thất
Loss statement	Bản báo cáo tổn thất
Lump sum freight	Cước bao (cước khoán toàn bộ)
Lumps sum party	Hợp đồng thuê bao tàu trọn gói
Luxury articles	Hàng xa xỉ

M

Mail shot	Tài liệu quảng cáo qua bưu điện
Man power	Nhân lực
Margin	Tiền trả cho người môi giới
Marine insurance policy	Giấy bảo hiểm biển
Maritime survey	Giám định hàng hải
Mark down	Giảm giá để khuyến mãi
Marked capacity	Năng suất đáng kể
Market cheque	Séc thị trường
Market price	Giá thị trường
Market research	Nghiên cứu thị trường
Market review	Tập san nghiên cứu thị trường
Market survey	Thăm dò thị trường
Market trends	Xu hướng thị trường
Market value	Thị giá
Marketable goods	Hàng bán chạy
Marketing	Tiếp thị
Marketing audit	Kiểm toán thị trường
Marketing consultant	Tư vấn tiếp thị
Marketing securities	Chứng khoán hợp thức (được phép mua bán ở thị trường chứng khoán)
Minute of money shortage	Biên bản thiếu tiền
Minute of test	Biên bản thử nghiệm
Minute of time wasted in the work	Biên bản ngừng việc

Minutes of the meeting	Biên bản cuộc họp
Mixed joint-stock company	Công ty cổ phần hợp doanh
Mobile drawer unit	Tủ đựng hồ sơ di chuyển được
Mobilization of capital, fund raising	Huy động vốn
Mode of payment	Phương thức thanh toán
Model-agreement	Hợp đồng mẫu
Monetary control	Chế độ lương sản phẩm có thưởng
Monetary settlement	Thanh toán bằng tiền
Money market, stock exchange	Thị trường chứng khoán
Money order	Bưu phiếu
Money supply	Cung ứng tiền
Money-off offer	Đề nghị cung ứng giá rẻ
Money-refund offer	Đề nghị bồi hoàn
Monopolist	Người độc quyền
Monopolistic competition	Cạnh tranh độc quyền
Monopoly	Độc quyền
Monthly actual profits	Lợi nhuận thực tế tháng
Mortgage bank	Ngân hàng cầm cố
Mortgage bond	Trái khoán cầm cố
Mother bank	Ngân hàng mẹ
Movable property	Động sản
Multi-national corporation	Công ty đa quốc gia

N

Net weight (nwt)	Trọng lượng thực
Network of foreign correspondent bank	Mạng lưới ngân hàng đại lý ở nước ngoài
No advice (n/a)	Không thông báo
No funds cheque, bad cheque	Séc không
Non-executive directors	Giám đốc không điều hành
Non-operating profits and loss	Lời và lỗ ngoài kinh doanh
Non-repeat delivery	Giao hàng một lần

Non-repeat order
Non-returnable investment
Normal price
Note
Notification of remittance
Novelty goods
Number one
Numbering machine

Đơn đặt hàng có giá trị một lần
Đầu tư không hoàn lại
Giá bình thường
Giấy bạc
Giấy báo chuyển tiền
Hàng hóa thời trang
Hạng nhất
Máy ghi số

O

Offering price
Official exchange rate
Official list
Official united price
On account of (o/a)
On board b/l
On demand
On request
On sight
Open auction
Open cheque
Open credit
Open credit
Open indent
Original invoice
Original of document
Outlet

Outmoded
Output
Output quota
Outside plan contract

Giá chào hàng
Hối suất chính thức
Bảng giá chính thức
Giá chính thức thống nhất
Theo tài khoản của
Vận đơn hàng lên tàu
Theo nhu cầu
Theo yêu cầu
Khi xuất trình
Bán đấu giá công khai
Chi phiếu không gạch chéo
Khoản cho vay không có bảo đảm
Tín dụng trơn
Đơn uỷ thác đặt hàng tự do
Hoá đơn gốc
Bản chính của chứng từ
Cửa hàng tiêu thụ, nơi bán hàng của công ty
Lỗi thời
Sản lượng
Định mức sản lượng
Hợp đồng ngoài kế hoạch

Outstanding account	Chương mục chưa thanh toán
Overdraft	Khấu chi
Overdrawn account	Tài khoản rút quá số quy định
Overdue bill	Hoá đơn đã quá hạn
Overdue check	Ngân phiếu đã quá hạn
Overdue goods	Hàng hóa tới trễ
Overplan profits	Lợi nhuận vượt kế hoạch
Overpriced	Bán giá quá đắt
Overproduce	Sản xuất dư thừa
Overseas trade fair	Hội chợ thương mại hải ngoại
Over-the-counter (otc)	Bán tại quầy, bán dạng otc
Overtime money, overtime wage	Lương làm thêm giờ

P

Package, packaging, packing	Đóng gói
Packaging cost	Phí đóng gói
Paid at sight	Trả tiền khi xuất trình
Patent law	Luật về bằng phát minh, sáng chế
Pawn broker's receipt	Biên lai cầm cố
Pay by the piece, piece work wage	Lương sản phẩm
Pay on labour losses	Lương ngừng việc
Payable in advance	Có thể trả trước
Payable in arrears	Có thể trả chậm
Payable on receipt (por)	Thanh toán theo biên nhận
Pay-as-you-earn (paye)	Trả khi có thu nhập (thuế)
Pay-day	Ngày phát lương
Payee, remittee	Người lãnh tiền
Pay-in	Tiền gửi ngân hàng
Payment	Khoản chi trả
Payment by cheques	Thanh toán bằng séc
Payment by installment	Thanh toán từng phần
Payment in advance	Thanh toán trước

Payment in arrears	Thanh toán chậm
Payment under a guarantee	Thanh toán có bảo đảm
Payment under reserve	Thanh toán có bảo lưu
Payroll tax	Thuế theo số lượng
Payroll, pay-sheet	Bảng lương
Peak sales	Kỷ lục bán hàng
Per capita, per poll	Trên mỗi đầu người
Percent per annual (ppa)	Phần trăm / năm
Pre-tax price	Giá trước khi trừ thuế
Price according to the prime cost	Giá tính theo giá thành thực tế
Price controls	Biên nhận kiểm soát giá
Price discrimination	Chính sách phân biệt giá cả
Price escalation clause	Điều khoản điều chỉnh giá
Price for cash spot price	Giá giao dịch trả tiền ngay
Price for newly assimilated produces	Giá sản phẩm mới chế thử
Price for settlement	Giá giao dịch theo kỳ hạn
Price formation	Sự hình thành giá
Price in gold	Giá tính theo vàng
Price increase	Sự tăng giá
Price list, tariff-price-list	Bảng giá
Price makers and takers	Người định giá và người chịu giá
Price support	Biện pháp trợ giá
Price-boom	Giá cả tăng vọt
Price-earnings ratio (pe ratio)	Tỉ số giá lời cổ phiếu
Primage	Tiền thưởng bốc xếp trên tàu (tính theo phần trăm hàng hóa)
Principal	Chủ lô hàng
Prize loan bond	Phiếu công trái có thưởng
Pro rata	Theo tỉ lệ
Proceeds in foreign exchange	Doanh thu ngoại hối
Procuration	Ủy quyền

Procurement for opening letter of credit	Giấy uỷ nhiệm mở thư tín dụng
Produce cost	Giá thành sản phẩm
Produce not corresponding	Sản phẩm không đúng quy cách
Producer advertising	Quảng cáo hàng công nghiệp
Product cycle	Chu kỳ sản phẩm
Product launch	Tung sản phẩm mới vào thị trường
Product line pricing	Định giá mặt hàng
Product mix	Cấu tạo của sản phẩm
Production cost	Giá thành sản xuất
Production profits	Lợi nhuận sản xuất
Productivity, output	Năng suất
Profit ability	Khả năng sinh lợi
Profit and loss account	Bản kê khai lời lỗ
Profit margin	Tỉ lệ lợi nhuận
Profit maximization	Tối đa hóa lợi nhuận
Profit sharing system	Hệ thống chia lợi nhuận
Profits and loss	Lời và lỗ
Profits in the balance sheet	Lợi nhuận trên bảng quyết toán
Profits on exchange	Lợi nhuận giao dịch chứng khoán
Profits source	Nguồn lợi nhuận
Promissory note	Lệnh phiếu
Prospectus	Tờ quảng cáo hàng
Published price	Giá quảng cáo
Purchase network	Mạng lưới thu mua
Purchase price	Giá thu mua
Purchase rate, purchase rhythm	Nhịp độ mua
Purchase tax	Thuế mua hàng
Purchasing patterns	Tập quán mua
Purchasing power parity (ppp)	Sự bằng nhau về sức mua

Q

Quality
Quality control
Quarter
Quarter accounting report
Quarterly premium
Quarterly quota
Quarterly report
Quota of material expenditure
Quotas
Quotation
Quote

Phẩm chất
Kiểm tra chất lượng
Quý (3 tháng)
Báo cáo kế toán quý
Phí bảo hiểm quý
Định mức quý
Báo cáo quý
Định mức tiêu hao vật chất
Hạn ngạch
Giá công bố
Chào giá

R

Railway bill of lading
Railway receipt
Range, line, item
Rate of duty
Rate of exchange
Rate of return
Real estate
Real estate agency
Real value of the money
Real values
Receipt
Receipt of payment
Recession
Recommended retail price
Reexported goods
Registration certificate
Regular customer

Vận đơn đường sắt
Phiếu gửi hàng bằng đường sắt
Mặt hàng
Thuế suất
Tỉ giá hối đoái
Tỉ lệ sinh lời
Bất động sản
Hàng môi giới bất động sản
Giá trị thực tế của tiền tệ
Giá trị thực
Biên nhận
Biên lai thanh toán
Sự suy thoái
Giá bán lẻ do người sản xuất gợi ý
Hàng tái xuất khẩu
Giấy chứng nhận đăng ký
Khách hàng quen

Reinsurance	Tái bảo hiểm
Reinsurance contract	Hợp đồng bảo hiểm lại
Reinsurance policy	Giấy bảo hiểm lại
Release of seizure	Miễn tịch thu
Remitter's bank	Ngân hàng bên chuyển tiền đi
Remitting bank	Ngân hàng chuyển tiền
Remonstrance	Bản kháng nghị
Remove a stand	Dỡ một gian hàng
Removed profits	Lợi nhuận phải trừ ra
Repayment guarantee	Bảo đảm hoàn lại tiền
Repeat order	Đơn đặt hàng tương tự (giống như đơn đặt hàng trước)
Report on cost of production	Báo cáo chi phí sản xuất
Report on profits and losses	Báo cáo lời lỗ
Request for grant	Yêu cầu được cấp
Resale	Bán lại
Rescheduling of a debt	Thay đổi thời biểu trả nợ
Reseller	Người mua đi bán lại
Reserve price	Giá bảo lưu
Reserved stock, safety stock	Hàng dự trữ
Residence	Nơi cư trú
Retail	Bán lẻ
Retail dealer, retailer	Người bán lẻ
Retail goods	Hàng bán lẻ
Retail price	Giá bán lẻ
Retail store	Cửa hàng bán lẻ
Revaluation	Tái định giá
Revenue item	Nguồn thu
Revocable letter of credit	Thư tín dụng có thể hủy ngang
Right of seizure	Quyền tịch thu
Ring	Nơi bán đấu giá
Risk	Rủi ro

Roll over

Royalties

Gia hạn nợ vay tín dụng

Tác qu *yên*

S

Salaries list

Salary

Sale at face value

Sale commision

Sale deposit department

Sale in bonded warehouse

Sale of foreign currency

Sale price, selling price

Sales area

Sales for account

Sales promotion

Sales representative

Sales tax, turnover tax

Sample a product

Saving and loan association

Saving bank

Savings

Scripholder

Sealed tender

Season goods

Seasonal adjustment

Seasonal price

Securities and exchange commission

Securities and investment

Securities houses

Security of commitment

Self-adhesive label

Phiếu tính lương

Lương bổng

Bán theo giá danh nghĩa

Hoa hồng bán hàng

Phòng ký gửi

Bán tại kho

Bán ngoại tệ

Giá bán

Khu vực bán hàng

Bán trả có kỳ hạn (chứng khoán)

Hoạt động khuyến mãi

Đại diện bán hàng

Thuế doanh thu

Lấy mẫu sản phẩm

Hiệp hội tiết kiệm và cho vay

Ngân hàng tiết kiệm

Tiết kiệm

Người giữ chứng khoán tạm thời

Giấy bỏ thầu niêm phong

Hàng hóa thời vụ

Sự điều chỉnh theo thời vụ

Giá thời vụ

Ủy ban chứng khoán và ngoại hối

Hội đồng chứng khoán và đầu tư

Công ty chứng khoán

Bảo đảm trái vụ

Nhãn hiệu có keo dán sẵn

Settlement by transfer	Thanh toán bằng phương thức chuyển tiền
Settlement form	Hình thức thanh toán
Settlement in cash	Thanh toán bằng tiền mặt
Settlement on depreciation deductions	Thanh toán khoản trích khấu hao
Share bank, joint-stock bank	Ngân hàng cổ phần
Share premium	Tiền thưởng phát hành cổ phiếu
Share register	Sổ cổ phần
Shareholder	Cổ đông
Shareholder's fund	Vốn cổ đông
Shipment	Chuyến hàng
Shipment by installment	Chở từng phần
Ship-owner	Chủ tàu
Shipping agent	Đại diện tàu biển, đại diện hàng hải
Shipping company	Công ty tàu biển
Shipping document	Chứng từ gửi hàng
Short bill	Hối phiếu ngắn hạn
Short form of b/l	Vận đơn rút gọn
Slot charter	Hợp đồng thuê tàu từng phần theo thực tế sử dụng
Small business	Doanh nghiệp nhỏ
Small retail network	Mạng lưới bán lẻ nhỏ
Speculation	Đầu cơ
Speculative profits	Lãi đầu cơ
Sponsor	Người bảo trợ/ Nhà tài trợ
Spot	Tiền trả ngay
Spot check	Kiểm soát tại chỗ
Spot exchange	Ngoại hối giao dịch trả ngay
Spot market	Thị trường giao hàng trả tiền ngay
Spot price	Giá giao ngay
Stabilize production	Ổn định sản xuất

Stale cheque	Séc mất hiệu lực
Stand proxy for s.o	Đại diện cho ai
Standard articles	Sản lượng hợp quy cách
Standard cost	Giá thành tiêu chuẩn
Standard price	Giá chuẩn
Stand-by loan	Vay dự phòng
Stationery cabinet	Tủ đựng đồ văn phòng
Stock holder	Người giữ chứng khoán
Stock jobber	Người buôn chứng khoán
Stock-jobbing	Buôn bán chứng khoán
Stock turnover	Doanh số dự trữ
Storage, warehouseing	Lưu kho
Surety bond	Phiếu bảo đảm
Surface mail	Thư từ hoặc bưu kiện bằng đường bộ và đường thuỷ
Surplus produce	Sản phẩm thặng dư
Surplus value	Giá trị thặng dư
Survey report	Biên bản giám định
Surveyor	Nhân viên kiểm hóa
Syndicate	Thanh lý
System of direct crediting	Chế độ chung về cho vay và thanh toán
System of settlement by clearing	Chế độ thanh toán không dùng tiền mặt

T

Takings	Tiền thu được
Tariff escalation	Thang tăng thuế
Tariff policy	Chính sách thuế quan
Tariff regulation	Quy định giá biểu
Tax demand	Giấy báo nộp thuế
Tax evasion	Trốn thuế
Tax law	Luật thuế khoá
Tax shelter	Vùng được ưu đãi về thuế

Tax year	Năm tính thuế
Taxes	Thuế
Tear-off calendar	Lịch rời
Technical certificate	Giấy chứng nhận kỹ thuật
Tender	Đấu thầu
Tender guarantee	Bảo đảm đấu thầu
Tender offer	Định giá trong cuộc đấu thầu
Tenderer	Người bỏ thầu
Terms and condition of the credit	Điều khoản và điều kiện tín dụng
Transport risk	Rủi ro vận chuyển
Travel allowance	Tiền trợ cấp đi công tác/ Công tác phí
Travelling expenses	Chi phí di chuyển
Trial order	Đơn đặt hàng thử
Trigger price	Giá khởi điểm
Trust department	Phòng ký thác

U

Under separate cover	Bảng phong bì riêng
Underproduction	Sản xuất dưới định mức
Undrawn wage	Lương chưa lĩnh
Uniform accounting machinery	Bộ máy hạch toán thống nhất
Unilateral contract	Hợp đồng đơn phương
Unit price	Đơn giá
United price	Giá thống nhất
Unlimited loan	Khoản cho vay không hạn chế
Unloading risk	Rủi ro bốc dỡ
Unpaid cheque	Séc chưa trả tiền
Unpaid debt	Nợ chưa trả
Unpaid document	Chứng từ chưa trả tiền
Unprofitable goods	Hàng lỗ vốn
Unnegotiable cheque	Séc không chuyển nhượng

V

Valid cheque	Séc còn hiệu lực
Valuation list	Phiếu tính giá
Valuation minute	Biên bản định giá
Value	Giá trị
Value added	Trị giá gia tăng
Value added tax (vat)	Thuế trị giá gia tăng
Vat included	Đã tính thuế giá trị gia tăng
Venture capital	Vốn đầu cơ
Very important person (v.i.p)	Nhân vật quan trọng
Voucher	Biên lai
Voyage charter	Hợp đồng thuê chuyến (tàu)

W

Wage and price spiral	Leo thang lương bổng và giá cả
Wage for skills	Lương theo trình độ lành nghề
Wage tax	Thuế lương bổng
Wage-freeze	Phong tỏa mức lương
Warehouse book	Sổ kho
Warehouse bookkeeping	Hạch toán kho
Warehouse receipt	Biên nhận nhà kho
Warehouse warrant (w/w)	Giấy chứng nhận lưu kho
Warranty	Bảo hành
Waste disposal	Xử lý chất thải
Waybill	Vận đơn đường bộ
Wholesale goods	Hàng bán sỉ
Wholesale price	Giá bán sỉ
Wholesaler	Người bán sỉ
Widow dressing	Nghệ thuật bày hàng
Windfall profit	Lợi nhuận bất ngờ
With average (wa)	Với tổn thất

With particular average (wpa)	Với tổn thất đặc biệt
Word bank	Ngân hàng thế giới
Work delivery and reception minute	Biên bản kiểm nhận giao trả công trình
Works manager	Giám đốc công trình
Writ of attachment	Lệnh tịch biên

X

Y

Year report register	Bản kê báo cáo năm
----------------------	--------------------

Z

Zonal tariff	Giá cước khu vực
--------------	------------------

REFERENCES

1. *Early business contacts*, Nick Brieger and Jeremy Comfort, Prentice Hall, 1989.
2. *Business listening and speaking*, David Riley, Longman, Business English, 2000.
3. *English for business studies*, Ian Mackenzie, Cambridge University Press.
4. *English for business studies*, Jon Naunton, 2003.

CONTENTS

Introduction	5
Unit 1: First meetings	7
Unit 2: First contacts	11
Unit 3: Company organization.....	15
Unit 4: Supply	21
Unit 5: Making arrangements	26
Unit 6: Handling information	32
Unit 7: Current projects	39
Unit 8: Sales review and forecasts	44
Unit 9: Company results and strategy.....	53
Unit 10: Competition	59
Tapescript	63
References	118

NHÀ XUẤT BẢN HÀ NỘI
SỐ 4 - TỔNG DUY TÂN, QUẬN HOÀN KIẾM, HÀ NỘI
ĐT: (04) 8252916 - FAX: (04) 9289143

GIÁO TRÌNH
ENGLISH FOR BUSINESS II
INTENSIVE LISTENING
NHÀ XUẤT BẢN HÀ NỘI - 2007

Chịu trách nhiệm xuất bản
NGUYỄN KHẮC OÁNH

Biên tập
TRƯƠNG ĐỨC HÙNG

Bìa
TRẦN QUANG

Kỹ thuật vi tính
PHẠM BÀNG VIỆT

Sửa bản in
NGÔ THU NGẦN
PHẠM GIA MINH

In 600 cuốn, khổ 17x24cm, tại Nhà in Hà Nội - Công ty Sách Hà Nội. 67 Phó Đức Chính - Ba Đình - Hà Nội. Quyết định xuất bản: 160-2007/CXB/487^bGT-27/HN, số: 313/CXB ngày 02/3/2007. Số in: 371/4. In xong và nộp lưu chiểu quý III năm 2007.